



Job Description

NAME	(Vacant Post)
JOB TITLE	Hospitality Manager
GRADE	
REPORTING TO	Executive Director (Administration & Hospitality)
BASED	Pilgrim Hall

MAIN RESPONSIBILITIES OF POST:

To ensure the smooth running of operations – ensuring customer service is of the highest possible standard at all times.

Key Responsibilities

- To have overall responsibility for all public rooms: Dining Rooms, Lounges, Conference Rooms, Toilets and Corridors.
- To have overall supervision of Dining Rooms.
- To check that all rooms are ready, ahead of arrival of guests.
- To check on general maintenance of all rooms and report defects/renewals.
- To check equipment is in place and serviceable, as requested by group.
- To welcome all groups and guests, ensuring a high level of service at all times.
- To prepare rotas for cleaning staff, dining room staff, wash-up staff and conference end staff.

Line Management Responsibilities

- To have oversight of the work of the Housekeeper and Hospitality Team Supervisor.
- To supervise all Dining Room Staff and Cleaning Staff, through their Line Managers.

- To have responsibility for training and monitoring of Dining Room Staff and for induction of volunteers.
- To recruit, manage, train and motivate direct reporting staff according to company procedures, policy and employment law.
- To understand and articulate to all staff the implications and impact of the organisation's Christian ethos as it relates to their work and the wider fulfilment of the organisation's vision, aims and purposes.
- To undertake responsibility for the spiritual welfare of staff, including the facilitation of guidance and discussion on Christian beliefs and the practical outworking of the Christian faith.
- To set an example to all staff by demonstrating Biblical servant leadership in action as it relates to the core values of Memralife Group.
- To monitor development of team members and identify and follow up on training needs. To carry out appraisals, training and development of direct reporting staff, identifying skills and gifting, and to act as mentor as appropriate.

Other Responsibilities

- To uphold the reputation and Christian ethos of the Memralife Group in all dealings with internal and external contacts, including suppliers, agencies, guests, team and members of the public alike.
- To have a flexible and proactive approach to new tasks that the organisation may undertake or as required.
- To participate in any relevant training and development for the duties of the post.
- To contribute to a working environment of mutual Christian encouragement by upholding Christian standards in all working practices and relationships
- To participate in staff meetings to ensure consistency of communication across the organisation in order to achieve the objectives of the Memralife Group.
- To participate in staff retreat days and prayer meetings to aid spiritual refreshment, development and envisioning.
- To comply with standard employee Health and Safety at work responsibilities and the Memralife Group Equal Opportunities and Confidentiality Policies as detailed in the Staff Handbook.
- To carry out any other duties as may be directed from time to time by your line management and the Memralife Group.

Signed.....Date.....