**JOB DESCRIPTION**

**Assistant Hospitality Manager**

**SITE: Odyssey site – SSE Arena Business Unit**

**LOCATION: Queen’s Quay, Belfast, BT3 9QQ**

**RESPONSIBLE TO: Hospitality Manager**

**TERMS: 40 Hours per Week. Additional hours will be required to**

**fulfil the requirements of the role**

**DATE: August 2024**

**OVERALL PURPOSE OF THE JOB:**

Working to the Hospitality Manager this is a vital role within the F&B Management Team. This role will work across site, supporting the F&B operations with a focus on the successful delivery of a quality food and beverage offering in our SSE Arena Suites and Hospitality Lounges to ensure a world class customer experience.

The Odyssey Trust group of companies is committed to the core ideology of BEET, Best Experience Every Time for customers, colleagues, and stakeholders. These principles will be developed with all to support outstanding customer service. All colleagues are expected to commit to the core values shown below:

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| **Core Value** | **Behaviour** | **Customer Promise** |
| **Positivity** | Smile, can do  | We will always be helpful, welcoming & enthusiastic |
| **Integrity** | Deliver on our promises | We will be trustworthy & respectful |
| **Commitment** | Go above & beyond  | We will go the extra mile |
| **Innovation** | Find new ways to be better | We will always learn & improve |
| **Teamwork** | Together we achieve more | We will work together to put you first |

**Main Duties:**

1. To report to the Hospitality Manager and assist in the planning, preparation, managing and execution of all hospitality operations with post event evaluation.
2. Work to achieve both personal and departmental KPI’s and financial targets.
3. Assist in financial reporting and cash handling in line with company procedures.
4. To liaise with suite holders and ad-hoc bookings as to their food & beverage requirements for each event, maximising sales opportunities and then effectively and efficiently communicate these requirements to the Head Chef ensuring that all customer needs are met, and expectations exceeded.
5. To assist in the recruitment process for the Hospitality casual team to ensure adequate staffing to fulfil rota requirements in line with business needs and financial targets.
6. To aid in the management and leadership within the Hospitality team; to identify training and development needs, motivating and retaining staff to ensure product and service delivery is always to the highest possible standards.
7. To work closely and proactively across the F&B Management Team to develop and implement effective Casual Staff Training & Development programmes, to enhance commitment, awareness, and confidence.
8. To monitor, measure and manage the Customer Complaint/Customer Feedback process associated with Hospitality food & beverage to ensure that all complaints are dealt with swiftly with outcomes recorded and monitored working towards continuous improvement.
9. To ensure any complaint ‘trends’ related to Hospitality Food and Beverage are identified with corrective action taken swiftly, and any appropriate levels of training and development, resource allocation or product development applied.
10. To assist in the stock management process for Hospitality suites and lounges, ensuring adequate levels are maintained in line with business needs and wastage is kept to a minimum.
11. Build and maintain effective working relationships with a range of internal departments to support the delivery of a customer focused service including but not limited to Commercial, Marketing, Operations, Facilities and Finance
12. General administrative and ‘back office’ management support as and when required, liaising with the Food & Beverage Office Co-ordinator
13. To undertake other duties and hours of work, as may be reasonably required which are consistent with the general level and responsibility of this role.

All OTC staff are expected to:

* Maintain excellent working relationships with other staff and volunteers.
* Ensure the delivery of BEET to all our customers and be committed to the Odyssey ethos and objectives.
* Be committed to and work in accordance with our Safeguarding, Health & Safety, Equality and other established policies and procedures.
* Be flexible and undertake such other duties that may be required including working evenings, weekends, and public holidays, if required.

**SELECTION CRITERIA**

###### *Minimum Essential Criteria:*

* A relevantthird level management qualification [HNC, HND, Degree] **plus** 1 years’ experience working at a supervisory level gained in a licensedhospitality environment.

**OR**

* A minimum of 3 years’ experience working at a supervisory level within a licensed hospitality environment.

**PLUS**

* Passionate about people - enjoy communicating with customers, clients, and team members, leading a team to develop and deliver excellent service.
* Passionate about Food and Hospitality - a natural flare for customer focus and quality of experience
* Excellent organisational skills with attention to detail.
* High level of flexibility, willing to work flexible hours including evenings and weekends.
* Resilient with the ability to respond to a range of different work situations across a group of companies.
* A positive ‘can do’ attitude and pro-active approach to work with an ability to meet deadlines.

***Desirable Criteria:***

* Experience of liaising with internal OR external clients to meet their corporate hospitality needs.
* Possession of a food hygiene certificate (gained within the last 3 years).

***Salary***

Circa £26,000 per annum depending on qualifications and experience.

***Benefits***

The Odyssey Group has a range of benefits which it offers to full and part time staff[[1]](#footnote-1).

* Free car parking.
* Contributory pension scheme, life assurance, paid sickness benefit and a health cash plan.
* Salary Sacrifice including pensions, holiday, and cycle to work schemes.
* 50% Discount on in-house items, including coffee, in W5 café & 10% discount in the W5 shop.
* Complimentary tickets to Belfast Giants, friends, and family access to W5 and advanced ticketing to Arena events.
* Holidays commence at 31 days per year rising to 34 [prorata for part time staff.]
1. [T&Cs and qualifying periods will apply] [↑](#footnote-ref-1)