**JOB DESCRIPTION**

**Hospitality Manager**

**SITE: OTC – Business Unit SSE Arena**

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

**RESPONSIBLE TO: Group Head of Food & Beverage**

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

**fulfil the requirements of the role**

**DATE: September 2021**

**OVERALL PURPOSE OF THE JOB:**

This is an exciting opportunity to be part of the re-opening of the Odyssey complex. Working to the Group Head of Food & Beverage 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 workers to support outstanding customer. All colleagues are expected to commitment 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 Group Head of Food & Beverage and assume responsibility for the planning, managing and execution of all hospitality operations.
2. Work to achieve both personal and departmental KPI’s and financial targets.
3. Oversee all financial reporting and cash handling procedures.
4. To liaise with suite holders/bookings as to their catering 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 oversee 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 manage and lead the Hospitality team; to ensure that there is appropriate training and development initiatives, motivating and retaining staff to ensure product and service delivery is always to the highest possible standards
7. To work closely and proactively with the Assistant Hospitality Manager to develop and implement effective Casual Staff Training & Development programmes, to enhance commitment, awareness, and confidence pre-event.
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 oversee the stock management process for Hospitality suites and lounges, ensuring adequate levels are maintained in line with business needs and wastage is kept to an absolute 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 Coordinator
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 job.

All OTC staff are expected to:

* Be committed to and work in accordance with our health and safety policy and established procedures.
* Be committed to and work in accordance with our Safeguarding Policy and established procedures.
* Maintain excellent working relationships with other staff and volunteers.
* Be flexible undertake such other duties that may be required from time to time in the operation of OTC including working evenings / weekends.

**SELECTION CRITERIA**

###### Minimum Essential Criteria:

1. A third level hospitality management qualification [HNC, HND, Degree] plus 3 years’ experience working at a managerial level gained in a hospitality environment **OR** 5 years’ experience working at a managerial level within a hospitality environment.
2. Experience of leading and supervising a large-scale team within a hospitality environment.
3. Passionate about people - enjoy communicating with customers, clients and team members, managing a team to develop and deliver excellent service.
4. Passionate about Food and Hospitality - a natural flare for customer focus and quality of experience at all levels
5. Highly organised with a proven ability of meeting competing deadlines.
6. Excellent organisational skills with attention to detail.
7. High level of flexibility, willing to work flexible hours including evenings and weekends.
8. Resilience and the ability to respond to a range of different work situations across a group of companies.
9. A positive ‘can do’ attitude and pro-active approach to work with an ability to meet deadlines.

**Desirable Criteria:**

1. Experience of liaising with internal OR external clients to meet their corporate hospitality needs.
2. Possession of a food hygiene certificate (gained within the last 3 years).
3. Ability to perform in a busy environment with competing priorities.

**Salary**

Circa £30,000 per annum plus attractive benefits, based on experience