



JOB DESCRIPTION

Worth Abbey Hospitality Manager (Live-In)

Role Summary

Reports to: Hospitality and Commercial Bursar

Direct Reports: Retreat Centre Administrator

The principal roles are:

- Operational responsibility for delivering a successful, hospitable and profitable programme for the letting out of the Worth Abbey site including St Bruno's, Compass House, the Bermondsey Huts and church events.
- Working in close co-operation with the Hospitality & Commercial Bursar and the Prior the postholder will assist in expanding and promoting retreat opportunities at Worth. The postholder will be expected to be loyal to the aims and objectives of the Abbey and to have regard to the Benedictine ethos and the Roman Catholic character of the Abbey

Responsibilities

1. Strategy:
 - a. Work with the Hospitality and Commercial Bursar to develop and implement a strategy that maximises the commercial potential of the Worth Abbey site in line with our Benedictine values.
2. Leadership & Management:
 - a. Work with the Head of Catering, Head of Services and Maintenance Manager to ensure a common view on what services are needed by retreat groups and how maintenance and retreats can co-exist in their use of the buildings.
 - b. Work with the Administrative Support to manage the booking of the site for retreats, meetings and conference purposes.
3. Hospitality:
 - a. Assist in the delivery of outstanding hospitality to all our customers throughout their stay.
 - b. Take responsibility for our guests when on site including:

- i. Meet, greet and brief
 - ii. Check on how the guest stay is going
 - iii. Resolve any issues as they arise
 - c. Be the Duty Senior Member of Staff when there are guests on site
- 4. Financial management
 - a. Be responsible for the annual financial performance of St Bruno's Compass House and the Bermondsey Huts. At all times operate within agreed budgets, making recommendations to optimise income, pay, and non-pay budgets.
 - b. Ensure that effective KPIs are in place to manage the current and future financial performance of the business.
 - c. Work closely with the finance team to ensure invoices are raised and support any debt chasing measures.
- 5. Compliance
 - a. Be responsible for the safeguarding compliance of Worth Abbey Projects.
 - b. Champion health and safety and data protection compliance within Worth Abbey Projects working closely with the Compliance and Risk Manager.
- 6. To continuously review existing procedures and suggest potential improvements and efficiencies through automation, new technologies and changes to ways of working. In particular, to look for further opportunities to improve our services.
- 7. To be responsible for and able to evidence own personal development by undertaking relevant training, attending meetings, conferences and events ensuring that you are updated in all matters relevant to the role as agreed in Personal Development Plan.
- 8. To carry out additional duties and tasks that may be required within the range of the responsibilities of the post.

Area	Essential	Desirable	Assessment Method
Qualifications	<ul style="list-style-type: none"> • A good standard of Education • Evidence of continued professional and personal development 	<ul style="list-style-type: none"> • Events Management or similar qualification. • Graduate calibre. 	
Experience	<ul style="list-style-type: none"> • Experience of Customer Care • Demonstrable and sustained success in Leadership of a team • Track record of developing, leading and maintaining effective relationships with colleagues. • Being a positive role model with a highly professional and visible presence. • Willingness to deliver and to be involved in projects to impact the wider Worth community 	<ul style="list-style-type: none"> • Experience of event management. 	
Knowledge / Technical/ Work-based Skills	<ul style="list-style-type: none"> • Commercial acumen and a track record of meeting targets (financial and non-financial) • A deep and broad understanding of, and commitment, to the Benedictine values and the Roman Catholic ethos • Ability to construct, articulate and effectively communicate a vision for the function and Worth • Exceptional written and oral communications skills • Solid observation skills, specifically in discerning comprehension • Understanding of effective administrative procedures 		

	<ul style="list-style-type: none"> • Be enthusiastic, self-motivated and committed to helping all for whom they have responsibility to achieve the best possible standards. • Form and maintain good professional relationships. • Have a willingness to participate in new initiatives where appropriate. • Willingness to contribute to the wider life of Worth. • Ability to prioritise effectively and meet deadlines. • Persistence, with the energy to drive things forward, in consultation with others. • Excellent knowledge of using Microsoft Office to an advanced level. • Ability to understand and adhere to Child Protection and Safeguarding legislation. • Commitment to Health and Safety and Data Protection 		
General Skills/ Attributes	<ul style="list-style-type: none"> • Ability to communicate in writing and verbally with senior leaders • Influencing skills • Ability to act on own initiative • Flexibility, a positive approach to the role, and willingness to work unsocial hours 		
Values	<ul style="list-style-type: none"> • To uphold and live the Worth values of: • Community – choose community • Worship – have an attitude of gratitude • Humility – keep your feet on the ground • Stewardship – leave it better than you found it • Service – serve your heart out 		

	<ul style="list-style-type: none">• Silence – listen more than you talk		
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All posts holders are expected to:

- Adhere to and ensure compliance with the Child Protection Policy at all times. If in the course of carrying out the duties of the post, the post-holder becomes aware of any actual or potential risk(s) to the safety or welfare of children at Worth, these concerns must be reported to the Designated Safeguarding Lead or the Head Master as appropriate.
- This role is subject to on-going satisfactory DBS checks and references.
- Comply with Worth and departmental Health & Safety policies, procedures and risk assessment ensuring the provision of a safe and secure working environment, in keeping with legal requirements.
- Actively contribute to the continuous improvement process and the ongoing development of a quality culture, for example, changing behaviour and identifying and implementing improvements to processes and activities, and encourage others to do the same.
- The post holder must ensure that any information relating to employees, students and volunteers (future, current and past) is treated in strictest confidence and must be discussed only within the confines of the work setting with the appropriate members of the team or managers.

This job description is indicative of the nature and level of responsibilities associated with this post. It is not intended to be exhaustive, other tasks and responsibilities may be allocated as necessary from time to time.