



Job Description – Duty Manager (Full Time post)

Sarum College is an ecumenical centre for Christian Study and research where our passion is learning that nourishes the human spirit. Welcoming people of all faiths and none, we offer space and time for enquiring minds to grow in wisdom and courage.

The College has invested over half a million pounds on upgrading its accommodation and refectory facilities and has a business plan based on continued growth.

The hospitality team is made up of a director, a deputy director, a catering manager, two full time chefs and a kitchen assistant, and the equivalent of 2 full time duty managers, as well as a team of part time catering and housekeeping staff.

Following the retirement of one of the Duty Managers a vacancy for the post of a full-time Duty Manager has arisen. The role is to provide a high standard of hospitality to Sarum College guests, visitors, students and staff.

Job purpose

To manage the running of Sarum’s day to day hospitality activities, to ensure that our guests, visitors and students receive a high level of Customer Care.

The Principal accountabilities are:

To manage all aspects of hospitality , however varied.	40%
To effectively operate the integrated IT systems of the college, and understand all aspects of the systems in use.	30%
To be in sole charge of the college and visitors and guests overnight. To take responsibility for the security and safety of the college and guests. To be responsible for evacuation in the event of a fire or major incident.	20%
To be a team player, taking on such tasks as are need to ensure excellent customer care.	10%

Detailed tasks include :

- to be proficient with systems used in the hospitality department, including web-sites, Beacon, accounting systems, Excel, Word
- to be knowledgeable about Sarum College courses and events taking place in the college
- to process enquiries and bookings for Sarum's facilities
- to fully understand and implement the Sarum College hospitality and education administration system (BEACON)
- to market Sarum's facilities to potential users as directed
- to provide excellent Customer Care to all Sarum's users
- to manage the conference facilities during conferences
- To staff the reception desk as needed
- to be responsible for security during the day and night
- to monitor visiting workmen on site
- to monitor day to day health and safety issues
- to sort and open incoming post ; to prepare outgoing post
- to work alongside the Catering Department
- to assist with house-keeping and kitchen tasks as required
- to run the college bar when required
- to be responsible for some of the specific hospitality tasks e.g. MA invoicing, Health & Safety, Licensee, Stationary; IT and AVA.
- Direct detailed aspects of hospitality as situations arise.
- carry out such other duties as the Trust may from time to time reasonably require.

Working conditions:

To be prepared to work to a shift system, which will include regular overnight and weekend working (sleeping duty).

Person Specification

Essential

- Experience that demonstrates understanding and passion for hospitality;
- experience of representing an organisation's work and activities as 'front of house';
- experience of delivering a high level of service to the public whilst working under pressure;
- excellent interpersonal and communication skills orally and on paper;
- ability to be numerate and literate in the delivery of routine administration;
- ability to take responsibility and be proactive;
- able to cope and handle problem solving and uncertainty on own initiative in a calm professional manner;
- ability to set own priorities and work without close supervision, whilst remaining a team player;
- skill in using IT (Microsoft Word, Outlook and Access databases) and confidence in setting up IT equipment in conference rooms;
- experience that demonstrates an understanding of the issues involved in being responsible for the health and safety and fire evacuation of a residential building;
- ability to maintain appropriately directed energy and stamina; and
- sympathy with and commitment to presenting the ethos of Sarum College.
- Experience of working in a hotel or similar environment

Desirable

- understanding and skill in using telephone systems;
- possess a good knowledge of the Salisbury area;
- knowledge and ability to respond to the needs of overseas visitors;
- ability to identify and improve the quality of hospitality offered; and
- knowledge and experience of working with Microsoft Excel, Power Point or Sage Line 50.

Job Details

Remuneration

£17,000 p.a.

Hours

An average of 35 hours per week with an unpaid meal break of half an hour per shift plus 2 sleeping duties per week. Normal working hours will be between 7.00 am. and 11.00 pm. on all days of the week, plus the sleeping duties.

You will be required to work varying shift patterns over the working week. It would be typical for a normal working week to include a combination of the following shifts: 9am. to 5.00pm. /3.00 pm to 10.00 pm. /11pm. to 7.00 am. (sleeping) /7.00 am. to 3.00 pm.

A normal week would comprise 5 day time shift and 2 sleeping duties. These will be set on a weekly basis, ensuring that sufficient rest time is given. Effort will be made to take account of employees' commitments, but the rota will be set around the needs of the business.

There are 5 extra nights to be worked in the year as part of holiday cover.

Annual Leave

Entitlement is 5 weeks plus statutory holidays; this includes the days when the College may be closed over the Christmas period. Sarum also operates a non-contributory defined contributions pension scheme to which Sarum currently contributes 8% of salary

Reporting to

The Director of Hospitality