



## **Job Description**

### **Hospitality Manager**

**up to £35,000 depending on experience.**

#### **Background:**

Doncaster Knights are Yorkshire's leading rugby club. The most promoted club in the English leagues, the Knights are a professional team performing in the Championship with aspirations to move to the Premiership in the future. The Club, Doncaster RFC, boasts excellent playing, conferencing and events facilities hosting rugby matches at all levels from international women's games to grassroots, minis and juniors. The event facilities currently host major conferencing along with weddings and social functions. Employing over 50 full-time staff, including events staff, administrative, commercial marketing and grounds staff, we are a significant employer in the local area. We also employ many casual staff to help with matches and events.

#### **Description of post:**

We are seeking an experienced, self-motivated and highly customer focussed Hospitality Manager with extensive knowledge of food and beverage sales and delivery, employment law and legislation to lead our enthusiastic catering, bar and front of house team and take us to the level required to operate in rugby's Premier League and to deliver excellent events and conferencing at Castle Park. Reporting directly to the General Manager you will manage the delivery of events and conferencing across Castle Park including the management of bar and catering staff. You will also be responsible for the financial management to ensure the most efficient and cost-effective distribution of our resources and maximising income. You will be required to develop and implement customer facing systems that will provide an excellent experience to all our clients.

The Hospitality manager will work closely with the events team to deliver excellent service to all our customers and will also assist in the generation of revenue and sales.

#### **Responsibilities:**

1. Setting revenue and guest satisfaction targets and ensuring that these are met managing budgets and finances and controlling expenditure;
2. Overseeing larger events, such as rugby matches, weddings and corporate conferences, and ensuring that customers are fully satisfied;
3. Recruiting, training and managing all hospitality and catering staff;
4. Manage and motivate a team of direct reports on a daily basis;

5. Manage all conferencing facilities including IT as required by clients;
6. Carrying out regular inspections of facilities and amenities and organising necessary maintenance in conjunction with the General Manager;
7. Ensuring compliance with health and safety legislation and licensing laws, and ensuring that the necessary security is in place;
8. Implementing and reviewing standard operating procedures to continuously improve our business;
9. Proactively seeking opportunities and ways to maximise revenue and develop service delivery;
10. Monitoring employee performance and offering regular evaluation meetings designed to improve service;
11. Monitoring external contractors, such as cleaners and food suppliers to ensure high quality of service at all times;
12. Monitor and action feedback received through guest satisfaction survey, 3rd party websites and from clients after and during their visits and resolve any client disputes and complaints in a professional manner;
13. Ensure that all departments operate within quality standards, monitoring and taking action to any feedback within a timely manner;
14. Work in co-operation with other departments, developing and maintaining good working relationships with colleagues, ensuring that there is regular communication across the entire team;
15. Produce forecasts for revenues and costs and monitor that these are maintained within budgetary constraints and communicating with General Manager any shortcomings as soon as possible;
16. To represent Doncaster Knights externally and also at Castle Park based events;
17. To develop and manage budgets, people and project teams related to the delivery of excellent hospitality;
18. To report to the Board at its meetings, and to respond to all reasonable requests for information;
19. To undertake other duties commensurate with the level and responsibilities of this post.

## **Equal Opportunities:**

We are committed to providing a non-discriminatory and harassment free working environment for all our employees.

## **Relationships:**

The Hospitality Manager will report directly to the General Manager and will work in close collaboration and also support, the Events and Commercial teams.

## **Qualifications:**

Whilst we would hope that any suitable candidate is qualified to a professional qualification level, experience is just as important. We are looking for a dynamic, enthusiastic and experienced Hospitality Manager who can take Doncaster Knights professional support team to the next level. With a clear track record in delivery of high quality hospitality we also expect

a 'people person' who can lead and inspire our team. This is a real opportunity to leave your mark on professional sport and identify with a premiership rugby team in waiting.

Remuneration will be in the region of £35,000 and commensurate with qualifications and experience. Because of the nature of this role it is expected that the postholder will make themselves available for work as required.

### **And Finally....**

The list of duties in this job description is not exhaustive and is intended to outline the main activities of the post holder. Duties and responsibilities may be subject to change taking into account the development needs and following full discussion with the post holder.