

## Job Description

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| Service:          | One Leisure – Burgess Hall                              |
| Job title:        | Hospitality Shift Leader                                |
| Grade:            | D                                                       |
| Hours of work:    | Variable                                                |
| Responsible to:   | Events Operations Manager, Events & Hospitality Manager |
| Responsible for   |                                                         |
| Direct reports:   | 0                                                       |
| Indirect reports: | Up to 40 (variable staff)                               |
| Budget:           | 0                                                       |

### Purpose of Post:

A Hospitality Shift Leader is responsible for ensuring smooth operations during their shift and supporting the team to deliver high-quality customer service. A Hospitality Shift Leader maintains team consistency, service quality, and operational efficiency to enable their team to provide an outstanding guest experience.

### Key Deliverables:

1. Maintain excellent standards of customer service and ensure that the service adheres to all legal requirements.
2. Oversee staff during the shift, providing guidance, managing breaks, and assisting with training to ensure efficient and effective service.
3. Ensure that guests receive excellent service, respond to guest feedback in a positive, helpful manner, and address any customer needs or special requests.
4. Hit sales targets as outlined by the management team during events by implementing upselling and trading measures.
5. Monitor and maintain the safety and welfare of customers and staff within the hospitality facilities and ensure the correct behaviour and use by customers of hospitality facilities.
6. Ensure that bar and catering facilities are made secure when not in use.
7. Oversee cash transactions, maintain accurate records, and prepare shift reports, ensuring accountability and accuracy.
8. Maintain a consistently high standard of cleanliness, safety, and ensure a compliant environment by adhering to health, safety, and hygiene regulations and ensuring staff follow systems of operations.
9. Monitor stock levels, communicate supply needs to the Events Operations Manager or Events & Hospitality Manager, and prepare areas for the next shift to support uninterrupted service.
10. Contribute to the One Leisure service of Huntingdonshire District Council and the promotion of a positive image of Huntingdonshire within the Centre's catchment and beyond.
11. HDC is committed to safeguarding and promoting the welfare of vulnerable people including children and expects all staff to share this commitment.
12. To undertake any other duties as may reasonably be required at any One Leisure site and have means of or access to transportation.

This job description is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable in order to respond to other duties that may be required from time to time and the changes and developments within HDC from time to time and the changes and developments within HDC.

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| <p><b>Knowledge and Qualifications</b></p> <p>The minimum knowledge required to undertake this role and any qualifications or training essential for the role</p> <p>(E) Essential<br/>(D) Desirable</p> | <p>GCSE Maths and English, grade C or above (or equivalent) (E)</p> <p>Awareness of basic food hygiene standards (D)</p> <p>Basic awareness of Health &amp; Safety procedures such as COSHH, Risk Assessments, and First Aid Reporting (D)</p> <p>IT Literacy (D):</p> <p>MRM Mgt System<br/>MS Word<br/>MS Excel</p>                                                                                                       |
| <p><b>Experience</b></p> <p>Experience the person would need to do the job</p> <p>(E) Essential<br/>(D) Desirable</p>                                                                                    | <p>Cash Reconciliation (E)</p> <p>Basic food and beverage preparation and service (E)</p> <p>General experience working in a customer-facing environment (D)</p>                                                                                                                                                                                                                                                            |
| <p><b>Skills and Abilities</b></p> <p>Specific skills the applicant would need to do the job</p> <p>(E) Essential<br/>(D) Desirable</p>                                                                  | <p>Friendly and approachable with good customer service skills (E)</p> <p>Ensures the effective and efficient use of time and resources (E)</p> <p>Reliable and punctual (E)</p> <p>Basic time management – able to keep on top of tasks during a shift (E)</p> <p>Re-prioritise appropriately when faced with a change in requirements (E)</p>                                                                             |
| <p><b>Decision Making and Impact on Others</b></p> <p>What impact the reasons made by the post holder would have on others across the Council</p>                                                        | <p>Communicates clearly, confidently, and professionally with customers, colleagues, and other stakeholders (E)</p> <p>Acts as a first point of contact for routine queries or minor issues, resolving where appropriate and escalating more complex matters to a supervisor (E)</p> <p>Supports consistent service delivery by keeping colleagues informed and ensuring relevant information is passed on promptly (E)</p> |

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| <p><b>Communication with Internal and External Customers</b></p> <p>What customers the applicant would be in contact with in the job</p>                                                         | <p>Key liaisons with:</p> <p><b>Internal (30%):</b> Burgess Hall staff via face-to-face.</p> <p>Dealing with daily operational issues.</p> <p>Sharing and providing information with Burgess Hall management.</p> <p>Communication may involve dealing with enquiries, concerns, appraisals or complaints.</p> <p><b>External (70%):</b> Customers, Members, caterers, entertainers, schools, suppliers, community and other social groups via face-to-face</p> <p>Day-to-day delivery of the highest quality customer service.</p> <p>Communication may involve dealing with enquiries, concerns, appraisals or complaints.</p> |
| <p><b>Personal Attributes and Other Requirements</b></p> <p>In this section please list any other qualities you are looking for from the applicant</p> <p>(E) Essential</p> <p>(D) Desirable</p> | <p>Be a good team worker demonstrating loyalty and commitment to the organisation and team members. (E)</p> <p>Challenges the status quo suggests new approaches to old problems. (E)</p> <p>Promotes and demonstrates continual improvement. (E)</p> <p>Willing to travel and occasionally work unsocial hours. (E)</p> <p>Develops and maintains productive relationships with internal and external customers. (E)</p> <p>Delivers what they have agreed with the customer. (E)</p> <p>Takes action to exceed customer expectations. (E)</p>                                                                                  |

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|                                                                                                              | <p>Advocates customer satisfaction as a key value for themselves and the council. (E)</p> <p>Deals effectively with dissatisfied customers. (E)</p> <p>Be a good team worker demonstrating loyalty and commitment to the organisation and team members. (E)</p> <p>Be organised with your time on shift and when completing paperwork related to the shifts. (E)</p> <p>Makes unpopular decisions where necessary. (D)</p> <p>Considers all relevant data when making decisions. (D)</p>                                                                                                                                                                                                                                                                                                                                           |
| <p><b>HDC values</b></p>  | <p>The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.</p> <p><b>Inspiring:</b> We have genuine pride and passion for public service; doing the best we can for customers.</p> <p><b>Collaborative:</b> We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p><b>Accountable:</b> We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p><b>Respectful:</b> We respect people's differences and are considerate to their needs.</p> <p><b>Enterprising:</b> We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p> |

### **Safeguarding and promoting the welfare of children and young people/vulnerable adults**

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up to date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children