

HEAD OF HOSPITALITY – ABERDYFI AND OGWEN CENTRES JOB DESCRIPTION

Salary: £30,849 - £39,331 plus benefits (Starting point dependant on skills & experience)

Hours of work: 40 hours per week

Reporting to: Head of Centre

The Outward Bound Trust

The Outward Bound Trust partners with schools, colleges, employers and youth groups to teach young people the most important lesson they could ever learn: to believe in themselves. We provide opportunities for young people to seize the moment and empower them to discover and embrace their unique strengths through the power of adventure.

Courses delivered at the centre vary in length from short weekend courses to three week summer courses. Participants vary in age from 9 to 22 years of age. All our centres are busy and are open for all but a few weeks of the year.

The Aberdyfi Centre accommodates up to 184 young people in dormitories, plus accommodation for visitors and live-in staff. The properties include the Aberdyfi Wharf, which The Trust have sole use for water sports activities.

The Ogwen Centre, near Bethesda, accommodates up to 36 young people. The Trust work in partnership with the National Trust, who own and maintain the building, and we provide the catering.

The Job (in a nutshell)

You and your team will provide a professional, high quality and safe service at the Aberdyfi and Ogwen centres to over 10,000 residential guests per year. This role is one of strong leadership and effective communication ensuring your team are engaged, trained and deliver excellent service to our young people.

Reporting to the Head of Centre, you will lead, coach and motivate a team of 22 people ensuring the department is run safely, sustainably and meets the quality standards that Outward Bound expects.

The key responsibilities are to:

- Provide inspirational leadership, management and coaching of a large hospitality team.
- Manage hospitality health and safety, risk management, and COSHH compliance.
- Ensure rigorous allergy management to provide safe and appropriate food for all young people and guests. Allergy management forms a significant part of the role, requiring liaison with parents, young people, teachers, and staff to provide safe and appropriate food on and off site.
- Manage financial control, costs and procedures, including the budget (achieving optimum utilisation), and supply chains. The centre has a reputation for sound financial and commercial management which you will be expected to protect and enhance.
- Identify opportunities to enhance standards and systems, improving the residential experience and ensuring the hospitality team operates in line with required standard operating procedures.
- Maintain agreed quality standards against organisational standards.

- Be a proactive member of the Centre Leadership Team (CLT) and The Trust wide Head of Hospitality team, supporting The Trust nationally with the development & innovation of our hospitality provision. This will involve occasional travel to support internal audits and attend meetings.

Who we are looking for

In addition to your key responsibilities, you will have the following attributes, values and behaviours:

- Be an effective hands-on manager, providing practical support to your team and ensuring they have the guidance needed to succeed.
- Be a confident communicator and influencer, with the ability to manage and lead culture change.
- Nurture and develop your team so they remain motivated, confident, and able to perform at their best.
- Play a key role in customer interactions, delivering excellent service to young people and guests and maintaining high levels of satisfaction.
- Demonstrate excellent organisational and planning skills, with strong diligence and attention to detail in day-to-day operations.
- Build strong cross-functional relationships and respond effectively to both internal and external demands.
- Bring a friendly, enthusiastic 'can-do' attitude that helps foster a positive and supportive working environment.
- Have the energy and fitness to be able to manage the physical demands of the job and site.
- Act as a centre key holder and fulfil duty manager responsibilities when required.
- Successfully deliver any special events held at the centre on occasion.
- Thrive in a busy, friendly, and professional environment with a clear focus on supporting young people

It is all yours, with support from the CLT, the wider organisation and ICT systems.

Additionally, you may be required to undertake other duties as assigned, in line with the needs of the role.

PERSON SPECIFICATION

Your Skills, Knowledge and Experience

Wide experience of working in the hospitality sector in a senior leadership / management role in a busy, high-quality organisation.	Essential
Experience of successfully leading and managing a large team, including coaching, team development, performance management, and effective conflict resolution.	Essential
Experience of working as a senior manager, demonstrating proactive and effective leadership.	Essential
Current working knowledge of Health & Safety / Food Safety regulations, allergy management, procedures and working practices (Allergens, COSHH, Risk Assessments, Manual Handling, Accident Reporting, HACCP, etc).	Essential
Full working knowledge of dietary and allergy requirements.	Essential

Proven experience of financial administration, budget & cost control & supply chain management.	Essential
Understanding, and experience of, good people practice (HR) and be a natural people person,	Essential
Aptitude for ICT, including Microsoft 365 software and online ordering.	Essential
Proven experience of building and maintaining positive relationships with people within and outside of the organisation.	Essential
Previous experience of dealing directly with customers and demonstrate excellent customer care skills, solving any problems in a proactive, positive way,	Essential
Hospitality qualifications. For example: <ul style="list-style-type: none"> - HACCP Level 3 for catering - Allergen Awareness Training - Level 3 Food Safety and Hygiene - Professional cookery - BICS Level 2 Award or BICS Level 3 Diploma 	Essential
Ability to work flexible shift patterns including evening and weekend working.	Essential
Driving licence to enable visits to the Ogwen Centre and other centres (for meetings & hospitality audits) and supporting our summer expedition programmes with remote food provision.	Essential
Experience of working in schools, residential settings, or with young people, understanding the needs of different client groups beyond a commercial hospitality environment.	Desirable
Demonstrable passion for working with young people.	Desirable

Salary and Benefits

Salary: £30,849 - £39,331 plus benefits (starting point dependant on skills & experience).

Benefits:

- Annual Leave of 24 days increasing by one day each year to a maximum of 30 days, plus bank holidays. (There is a break over the Christmas & New Year period and limited weekend working throughout the year)
- Life Assurance: 3 x salary, covered from start date; includes Employee Assistance helpline.
- 8 weeks' sick pay at full salary in any 12 months
- Long-term Disability Insurance: two-thirds salary less state incapacity benefit after 6 months' absence for up to 5 years, covered from start date
- Personal Accident Insurance while at work or commuting
- Employee assistance programme Unum: In the form of an app, with easy access to medical and mental health support. Ranging from instant GPs appointments to physio or counselling services.
- Health Cash Plan with Medicash: a taxable benefit.
- Pension Scheme (currently Standard Life): Auto-enrolment of all staff after 3 months service.
- Berghaus uniform items provided. Also, opportunity to purchase Berghaus products at discount.
- Discounted course fees for family members to attend Outward Bound Trust courses (after 12 months service)
- Cycle to Work scheme.

Settling-in Period

There is a 3-month settling-in period from the employee's start date.

Other

Based primarily at the Aberdyfi Centre, this role involves travelling to the Ogwen Centre for daytime visits, around one to two times per month.

The post holder will also be required to undertake an enhanced disclosure check with the Disclosure Barring Service, which Outward Bound will administer.