

The background of the page is a complex, abstract geometric pattern composed of various shades of dark grey and black, creating a sense of depth and movement through overlapping planes and lines.

Job Information Pack
Hospitality Manager

THANK YOU FOR YOUR INTEREST IN YMCA DULVERTON GROUP

It is a pleasure to know that you are interested in working with us. Please find enclosed further information about this position, which I hope you find helpful.

YMCA Dulverton Group is one of the largest providers of youth support services in Somerset and Devon, and a part of the wider YMCA movement which operates internationally in 119 countries to form the largest and oldest youth charity in the world.

We are a local community charity. We deliver life changing services to over 10,000 children, young people and families across Somerset and Devon every year. Our work covers a wide range of areas including accommodation, housing advice, childcare, health advice, youth clubs, volunteering and alternative education.

Based on a social enterprise model, all the income we generate goes back into funding our local community projects and initiatives.

Last year in Somerset we provided over 32,000 safe nights of accommodation for vulnerable people and over 40 training opportunities for young people. Having undergone huge expansion this is an exciting time to join our staff community.

Our vision is 'to be a leader in transforming communities so that all children, young people and families can truly belong, contribute and thrive.'

We are continuing to grow and are looking for dedicated and conscientious individuals who can thrive in a fast paced, ever evolving environment.

If the opportunity to help us develop and evolve our business is something that you feel you would like to be part of then we want to hear from you. You will be joining a great team of determined staff in a fast moving organisation.

Please take time to read through this job pack, take a look at our website and read through the job description and person specification to see how you would meet with our needs.

We hope to hear from you soon.

A handwritten signature in black ink, appearing to read 'M. Hodgson', is positioned above the printed name.

Martin Hodgson
Chief Executive Officer

Our values

The post holder will be expected to operate in line with our organisational values which are;

- **Value the Individual** – Respect others, ourselves and the people we work with in all that we do
- **Giving of our best** – Showing commitment in our work and to enable young people
- **Caring Deeply** – Have a passion for the work we carry out
- **Providing Creative Solutions** – Show innovation in the approaches we take in supporting young people
- **Communicate authentically and truthfully** – Show openness in our dealings and approaches to people

Title: Hospitality Manager

Reports to: Operations Manager

Background

The Great Western Hotel is a characterful, full-service hotel in the heart of Taunton, operating as part of the YMCA Dulverton Group. The hotel offers a vibrant Purplespoon café and bar operation alongside a range of conferencing and private events facilities, and is a growing and ambitious part of the wider organisation.

The Hospitality Manager is a key senior role within the hotel, responsible for leading all food and beverage operations — including the café, bar, and conferencing — and working closely with fellow manager's to ensure the hotel runs smoothly and delivers an outstanding experience for every guest.

Purpose

The Hospitality Manager will lead and develop the food, beverage, and events offer at the Great Western Hotel through:

- Taking ownership of all F&B operations across the café, bar, and conferencing facilities.
- Setting and maintaining high standards of service, presentation, and quality throughout.
- Building and leading a motivated, well-trained front of house team.
- Working collaboratively with other department heads to ensure a seamless and well-coordinated hotel operation.
- Driving commercial performance across all hospitality revenue streams.

Main Responsibilities

Operations Management

- Oversee the day-to-day operation of the café and bar, ensuring smooth service and consistently high standards of quality and presentation.
- Ensure all areas are properly stocked, clean, and well-maintained at all times, including the café, bar, and all customer-facing spaces.
- Coordinate with kitchen staff to ensure timely food preparation and consistent quality across all food and beverage offerings.
- Oversee maintenance of equipment and facilities, promptly reporting issues to the appropriate team.
- Develop and refine operational procedures to improve efficiency and service quality on an ongoing basis.
- Maintain health and safety protocols, including up-to-date risk assessments, across all areas of responsibility.

Alcohol Licensing & Compliance

- Serve as the Designated Premises Supervisor (DPS), holding responsibility for the premises alcohol licence.
- Ensure full compliance with licensing laws and all conditions attached to the premises licence at all times.
- Monitor and control the sale of alcohol in accordance with legal requirements.
- Train staff on responsible alcohol service and age verification procedures.

Conference Room Provision

- Manage the provision of refreshments and catering for the hotel's three conference rooms, ensuring all requirements are met promptly and to a high standard.
- Act as the point of contact for conference clients regarding food and beverage requirements, building positive relationships and ensuring expectations are clearly understood and delivered.
- Coordinate room set-up and catering logistics in line with client briefs, ensuring a seamless experience from arrival to close.
- Maintain the cleanliness and presentation of all conference facilities, conducting regular inspections and coordinating maintenance as needed.
- Manage booking schedules alongside the wider hotel team to maximise revenue and avoid conflicts.

- Proactively identify opportunities to develop the conferencing offer and grow revenue from the hotel's meeting facilities.

Team Leadership & Staff Management

- Lead, motivate, and develop the front of house team across the café, bar, and conference provision.
- Create and manage staff rotas to ensure appropriate coverage and skill mix across all shifts, 7 days a week.
- Identify and resolve staffing gaps promptly, including arranging cover for absences.
- Process weekly hours and submit accurate timesheet data to the HR department.
- Manage all staff holiday requests, approvals, and scheduling to ensure adequate coverage at all times.
- Conduct regular performance reviews and provide constructive feedback to support team development.
- Foster a positive, inclusive team culture and address staff concerns promptly and fairly.
- Ensure all staff adhere to food hygiene, allergen awareness, and licensing standards, and that training is kept up to date.
- Monitor and support staff wellbeing, leading by example and creating a supportive working environment.
- Implement effective staff retention strategies to minimise turnover.

Financial Management

- Monitor and control food, beverage, and labour costs, ensuring the operation performs within agreed budgets.
- Conduct regular price comparisons across suppliers to ensure cost-effective purchasing without compromising quality.
- Manage inventory and stock levels, minimising waste while maintaining the standards expected by guests.
- Prepare and submit financial reports to the General Manager as required.
- Process payroll information accurately and on time.

Customer Service

- Ensure exceptional customer service standards are consistently met across all areas of the operation.
- Handle customer complaints professionally, promptly, and effectively, always seeking a positive resolution.
- Build and maintain positive relationships with regular guests and conference clients alike.

- Collect and respond to customer feedback to continuously improve the quality of the offering.
- Create a welcoming atmosphere that encourages repeat business and positive word of mouth.

Corporate

- Working closely with fellow department heads to ensure the hotel operates as a cohesive, well-run team.
- Contributing to business planning, budgeting, and commercial strategy as part of the hotel's senior team.
- To maintain knowledge of YMCA Dulverton Group's operating environment.

General

- Work across the organisation to build a learning culture and a positive working environment.
- To maintain and demonstrate a commitment to YMCA Dulverton Group's Vision, Values, and strategic aims and objectives, and ensure all activities reflect those values.
- Managing health and safety issues in your area of responsibility in line with the relevant sections of the Health and Safety Policy.
- Managing budgets and ensuring value for money is achieved through the monitoring and control of expenditure and the early identification of any financial irregularity.
- Complying with YMCA Dulverton Group's GDPR, confidentiality, and information security policies at all times.

Person Specification

Qualifications and Experience

- Proven experience in a food and beverage or hospitality management role, ideally within a hotel, café, restaurant, or similar environment.
- Experience of managing and developing a team.
- Experience of managing conferencing, private events, or room hire is highly desirable.
- Personal Licence holder, or willingness to obtain. The successful candidate will be required to act as Designated Premises Supervisor (DPS) for the hotel's alcohol licence.
- A relevant hospitality, management, or business qualification is desirable but not essential — the right experience and attitude will always be considered.
- Food Hygiene and Allergen Awareness certification, or willingness to complete prior to starting.

Knowledge, Skills and Abilities

- A strong understanding of food and beverage operations, including stock management, cost control, and menu development.
- Confident in managing budgets and interpreting financial performance data.
- Excellent organisational skills with the ability to manage multiple priorities across a busy operation.
- Strong communication and interpersonal skills, with the confidence to lead a team and build relationships with clients and colleagues alike.
- A good eye for detail and a genuine commitment to high standards of presentation and service.
- Proficient in the use of booking, EPOS, and management systems, or the ability to learn new systems quickly.

Personal Qualities

- Commitment to YMCA Dulverton Group's Values.
- A natural leader who leads by example and inspires those around them.
- Commercially minded, with a drive to grow revenue and improve the guest experience.
- Calm under pressure and able to problem-solve effectively in a fast-paced environment.
- A collaborative team player who works well with others across departments.

- Flexible, adaptable, and enthusiastic about being part of a growing and evolving operation.

Other Requirements

- Availability to work 5 out of 7 days, including weekends and bank holidays on a rota basis.
- Must have the right to work in the United Kingdom.
- Willingness to attend training sessions and to work across other Purplespoon sites when required.

Main Terms of Employment

- Salary:** £28,000–£30,000 per annum, dependent on experience
- Hours:** 37.5 hours per week, 5 out of 7 days on a rota basis
- Location:** Great Western Hotel, Taunton (as well as other Purplespoon locations when required)
- Contract:** Permanent
- Holidays:** 28 days' annual leave plus bank holidays (pro rata for part-time hours)
Our holiday year runs from 1 April to 31 March
- Hotel Stay:** Enjoy a complimentary one-night stay at one of our YMCA Dulverton Group hotel locations
- Training & Development:** We're committed to the growth of our team and offer regular training opportunities to help you develop in your role and beyond