YMCA
DULVERTON GROUP

YMCA

Job Information Pack
Assistant Manager

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: **Assistant Manager**

Reports to: **General 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 Assistant Manager is a key senior role within the hotel, responsible for assisting the General Manager in leading all food and beverage operations — including the café, bar, and conferencing — and working closely with team members to ensure the hotel runs smoothly and delivers an outstanding experience for every guest.

Purpose

The Assistant Manager will be responsible for assisting with the day to day running of the hotel and café at The Great Western Hotel. In addition to serving customers, tenants and colleagues; responsibilities will include staff management, cashing up, booking rooms, conferences and meetings, monitoring performance, managing stock and suppliers, maintaining food hygiene and health and safety standards, and ensuring the café operates efficiently and profitably. Encouraging great customer service within the team and maintaining cleanliness across the hotel.

Working closely with colleagues, community partners, instructors, businesses and other stakeholders, the postholder will play a key role in developing the Great Western Hotel as a thriving and sustainable community and business hub. They will actively build relationships and encourage collaboration. By identifying opportunities for partnership working, supporting community engagement initiatives, and promoting the hotel's facilities, they will help maximise occupancy, increase footfall, and enhance the building's reputation as a welcoming destination for business, culture and social connection. The successful candidate will be an enthusiastic ambassador for both the YMCA Dulverton Group and Purplespoon Café, helping to create a vibrant, inclusive environment where people can meet, work, learn and thrive.

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 always, 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.

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 when required, to ensure appropriate coverage and skill mix across all shifts, 7 days a week.
- Identify and resolve staffing gaps promptly, arranging cover for absences.

  Assist in managing all staff holiday requests, approvals, and scheduling to ensure adequate coverage at all times.

- Monitor and support staff wellbeing, leading by example and creating a supportive working environment.
- Implement effective staff retention strategies to minimise turnover.

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.

Health and Safety

- In carrying out this role you have a duty (under Health and Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the

workplace, to comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk. This includes managing a safe and secure environment for people who use our services.

- This duty includes checking that any person entering YMCA Dulverton Group property has a right to do so and their visit is recorded in accordance with YMCA Dulverton Group procedures.

YMCA Dulverton Group is committed to the protection and safeguarding of children and adults at risk and promoting their welfare. The YMCA Dulverton Group, therefore, expects all staff and volunteers to share this commitment.
This post is subject to a basic level DBS Disclosure in respect of the Adults/Children's Workforce.

Person Specification

Qualifications and Experience

Essential

- Experience managing a café, hospitality venue, hotel or similar
- Strong leadership and people management skills.
- Excellent customer service and relationship-building abilities.
- Commercial awareness with experience of driving income.
- Strong organisational and problem-solving skills.
- Experience coordinating events, activities or room hire bookings.
- Knowledge of Health & Safety and operational compliance requirements.
- Excellent communication skills and the ability to engage with a wide range of stakeholders.
- Experience working within hospitality and events.
- Food Hygiene qualification

Personal Qualities

- Commitment to YMCA Dulverton Group's Values.
- Self-motivated with ability to manage own workload and work with minimal supervision.
- Team player, with ability to build relationships with a wide variety of stakeholders.
- Ability to prioritise and manage conflicting demands.
- Demonstrate resilience, motivation, and commitment, to driving up standards of work.
- Demonstrates a proactive approach taking responsibility for areas of work and finding solutions.
- Is adaptable to change/embraces and welcomes change.

Other requirements

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- This post is subject to a basic level DBS Disclosure in respect of the Adults/Children's Workforce.
- This candidate must be committed to equality and diversity in the workplace.

Main terms of employment

Salary:	£27,500 per annum
Location:	The Great Western Hotel, Station Approach, Taunton TA1 1QW
Hours:	37.5 Hours per week.
Flexible working:	We provide flexible working arrangements to support team productivity and stability. This may include changed working patterns.
Holidays:	28 days per year, plus bank holidays.
Pension:	YMCA Dulverton Group will make a contribution of 3% of salary.
Benefits:	Health and wellbeing of our staff is important to us. We offer a range of benefits including a Health Cash Plan, Employee Assistance, discounted childcare, free night's stay in one of our hotels per year.