

Full-time Duty Manager

Job Description & Person Specification

Job Description

The College is nourished by its location in Salisbury Cathedral Close both spiritually and aesthetically, and draws on its own long and continuous tradition of prayer, worship and study since the foundation of Salisbury Theological College in 1860.

Following its closure as an Anglican theological college, Sarum College was reborn in 1995 as an ecumenical centre for Christian study where all are welcome.

People come to Sarum for a variety of reasons: to retreat and take a break from ministry; to read, pray and think; to engage in serious postgraduate study; to train for ordination or lay ministry; to attend day programmes or explore spiritual direction; to stay for B&B, conferences, or to visit art exhibitions.

The educational work of Sarum College is structured within seven Centres that broadly reflect extant and emerging distinct areas of Sarum's work.

The College has invested nearly a million pounds on upgrading its accommodation and refectory facilities and has a business plan based on continued growth.

The hospitality team is made up of a Director, a Deputy Director, a Catering Manager, a Second Chef, a full time chef, and a kitchen assistant, and the equivalent of 2 full time Duty Managers, as well as a team of part time catering and housekeeping staff.

Job Purpose

To assist in the running of Sarum's day to day hospitality activities, to ensure that our guests, visitors and students receive a high level of Customer Care.

Principal Accountabilities

- To ensure that all hospitality services run smoothly, however varied
- To effectively operate the integrated IT systems of the college, and understand all aspects of the systems in use
- To be in sole charge of the college and visitors and guests overnight; taking responsibility for the security and safety of the college and guests for evacuation in the event of a fire or major incident
- To be a team player, taking on such tasks as are needed to ensure excellent customer care

Detailed Tasks

Customer Care

- to provide excellent Customer Care to all Sarum's users
- to staff the reception desk as 'front of house' person
- to ensure knowledge about Sarum College courses and events is constantly maintained and where appropriate, updated
- to address and process enquiries and bookings for Sarum's facilities both efficiently and effectively
- to advise residential event organisers on their programme outline and provide ideas and suggestions as appropriate.

Administrative Tasks

- to be proficient with systems used in the hospitality department, including websites, Beacon (the college's administration system), accounting systems, Excel, and Word
- to manage the administration of individual, educational, group and commercial bookings from reservation to invoicing, departure and payment
- to regularly review bookings and the status of events and programmes which have been delegated to the post holder
- to be responsible for some of the specific hospitality tasks e.g. MA invoicing, Health & Safety, Stationary; setting up conference facilities including Audio Visual Aids
- to liaise with the Catering Department and Educational colleagues as required
- to ensure an efficient handover during shift changeovers.

Security and Additional Tasks

- to assist with house-keeping and kitchen tasks as required
- to run the college bar when required
- carry out such other duties as the Trust may from time to time reasonably require
- to take responsibility for security and safety during the shift system period

Working Conditions

To be prepared to work to a shift system, which will include regular overnight and weekend working (sleeping duty). Sarum College is a residential college with 52 bedrooms.

Person Specification

Essential

- experience that demonstrates understanding and passion for hospitality;
- experience of representing an organisation's work and activities in a 'front of house' role
- experience of delivering a high level of service to the public whilst working under pressure;
- excellent interpersonal and communication skills orally and on paper;
- experience that demonstrates an ability to be an effective administrator;
- ability to be numerate and literate in the delivery of routine administration;
- ability to take responsibility and be proactive;
- ability to cope and handle issues and uncertainty on own initiative in a calm professional manner;
- ability to set own priorities and work without close supervision, whilst remaining a team player;
- skill in using IT (Microsoft Word, Outlook and Access databases) and confidence in setting up IT equipment in conference rooms;
- experience that demonstrates an understanding of the issues involved in being responsible for the health and safety and fire evacuation of a residential building;
- ability to maintain appropriately directed energy and stamina; and
- sympathy with and commitment to presenting the ethos of Sarum College.

Desirable

- Ability to identify and improve the quality of hospitality offered;
- knowledge and experience of working with Microsoft Excel, Power Point, Sage Line 50 or equivalent accountancy package;
- experience of working in a hotel or similar environment
- possession of a good knowledge of the Salisbury area;

Job Details

Remuneration	£18,135 p.a. Sarum also operates a non-contributory defined contributions pension scheme to which Sarum currently contributes 8% of salary
Hours	An average of 35 hours per week with an unpaid meal break of half an hour per shift plus 2 overnight sleeping duties per week. Normal shift working hours will be between 7.30 am. and 11.00 pm. on all days of the week, working within a 3 week shift pattern. You will be required to work varying shift patterns over the working week. A normal week would comprise 5 day time shift and 2 overnight sleeping duties. These will be set on a weekly basis, ensuring that sufficient rest time is given. Effort will be made to take account of employees' commitments, but the rota will be set around the needs of the business. There are 5 extra nights to be worked in the year as part of holiday cover.
Annual Leave	Entitlement is 5 weeks plus statutory holidays; this includes the days when the College may be closed over the Christmas period.
Reporting to	The Director of Hospitality

Only candidates eligible to live and work in the UK should apply. Any offer of employment is subject to the candidate providing proof of eligibility to work in the UK.

Any offer of employment will be subject to receipt of satisfactory references.

The contract will include a probationary period of 3 months which may be extended.