Job Description

Hospitality Lead

About Blind Veterans UK

Blind Veterans UK helps vision-impaired ex-Service people of every generation rebuild their lives after sight loss. Since 1915 we have provided rehabilitation, training, practical advice and emotional support to tens of thousands of blind veterans. **We help blind ex-Service men and women lead independent and fulfilling lives by supporting them with our in-depth expertise, experience and full range of services.**

We have a new corporate strategy, Victory over Blindness 21, which aims to future proof the charity and provide the best possible support to blind veterans today and for decades to come.

We currently support approximately 4,500 veterans, more than ever before in the charity's history. We know that our current, and future, membership is aging. In five years, more than 40 per cent of the blind veterans we support will be over 90. That's why we are investing in our community-based teams to make our services more accessible to our members.

Our values

Our values underpin the way we work and interact with each other, and how we deliver services to members. Built around the central statement "We work together as One Team", our values are:

* **Caring** is at the heart of everything we do
* We **enable** and trust each other
* We foster a **pioneering** spirit
* We celebrate **success**!

Our culture

Our Culture Statement describe the vision of our culture and is the anchor point for how we talk about it and is the handrail we use to aid our behaviour and attitude to working practises and create a fantastic place to work and, ultimately, allow us all to best support blind veterans.

The Culture Statement, which describes the future ’Blind Veterans UK Way’, can be found [**here**](https://blindveterans.sharepoint.com/sites/intranet/PublishingImages/Pages/AboutUs/Culture%20Statement.pdf) **and our** [**Vision, Mission, Values and Culture are detailed on our website**](https://www.blindveterans.org.uk/about/our-vision-mission-values-and-culture/)

The basics

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| Job title | Hospitality Lead  |
| Grade (TBC) |  |
| Post reports to | Operations Manager |
| Directorate  | Operations |
| Team   | Hospitality |
| Budget Responsibility |  |
| Number of Direct Reports |  |
| Location | Llandudno / Rustington *(delete as applicable)* |

The purpose of the role

As part of the operations department the post holder will share responsibility for creating a highly positive and solution focused working culture reflecting the organisational values, culture, and vision and for leading change and setting the future direction of the Centre.

This role requires excellent leadership, which engages, inspires and motivates a Hospitality Team, delivering first class customer service to our Blind Veterans.

To be an integral part of the operations department and work collaboratively with the relevant Centre leads to ensure high quality provision for our members, other visitors and customers in line with the Visit Britain Quality Framework.

To ensure a high-quality customer service experience for members, customers via direct Bookings and Front of House customer service team working 24/7/365 and to the Centre team. To ensure all bookings meet the requirements of the regulated care provision and maximise the income generation and funding opportunities for member stays working with other relevant leads. Responsible for the effective delivery of the day to day running of the Front of House, Reception and Security functions. To also ensure effective and efficient administrative support for the whole Centre Team.

Main accountabilities

* Inspire and motivate the Hospitality team to be a highly visible, professional, and positive influence within the wider Centre staff team.
* Manage the Rota of the teams to ensure full coverage from the team at all times.
* To ensure all aspects of the Hospitality Team are compliant with the Visit Britain Quality Framework.
* Responsible for the collection, collation and reporting of quality assurance metrics and receiving and responding to direct feedback from all stakeholders, members, customers, and centre staff, to ensure highest standard of delivery.
* Responsible for Centre Bookings, collaborating with our sister centre to ensure that the income from Centre Bookings is maximised through the exploration of external income and compliant with CIW regulations, following the requirements outlined in the care pathway.
* Responsible for the provision of effective and efficient centralised administration service to support the centre team.
* Work closely with the relevant leads to ensure that all Centre Policies and Procedures relating to Health and Safety and clinical delivery are accessible, in date and compliant.
* Oversee the recruitment, training, and continual professional development of the team to ensure that they have the skills and knowledge to work in a safe and appropriate manner to ensure highest standards of service.
* Manage the receipt and processing of Centre finances in line with Blind Veterans UK policies and procedures.
* Ensure all Front of House aspects of Health and Safety and the Fire Evacuation of the building, the members, staff, and customers.

Other dimensions of role

* Work closely with the Hospitality Lead in our sister Centre to ensure alignment and innovative practice.
* Work closely with the BVUK communications team to ensure relevant information is shared for social media and other relevant communications.
* Attend relevant internal and external training courses, as agreed with your line manager.
* Engage actively with our volunteers as appropriate and within the scope of the post.
* Keep up to date with required safeguarding training and promote a culture in which safeguarding is openly discussed and can be readily reported.
* Undertake any reasonable tasks from time to time at the line manager’s request, as may be deemed appropriate within the scope of the post.
* Covering shifts where necessary to ensure adequate support is available to members at all time

Qualifications, experience and skills

Essential:

* Educated to degree level (or equivalent experience), with experience of managing in the hospitality sector.
* Experience of leading a team in a busy customer service environment.
* Experience of implementing and interpreting quality assurance information.
* Ability to make decisions and work in a solution focussed manner.
* Skilled communicator with requirements to engage with individuals at all levels.
* Knowledge of Financial Management processes and procedures.
* Experience of alternative funding sources e.g.: Local Authorities, Charities etc.
* Experience of supporting internal and external communications to teams and customers in a variety of mediums.
* Ability to deal with ambiguity and take ownership of and solve problems.
* Ability to effectively manage resources.

Desirable:

* Knowledge of the Armed Forces.
* Knowledge of the impact of Visual Impairment.
* Knowledge or experience of requirements relating to regulated Care Provision.
* Hold or demonstrate the ability to work towards an NVQ 3 in Customer Service within an agreed time frame.
* Advanced Computer Skills to support complex information

This Job Description is a guide to the work the job holder is required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of the Contract of Employment.