

Reports to: Assistant Venue Manager	Responsible for: Senior Venue Assistants
Date: June 2022	Salary band: £23,250 based on 40 hours
Location: Ambleside	Contract: Permanent

Role and Responsibilities

To deliver the key tasks of the role in an effective and efficient way contributing to the team focus of delivering a high-quality venue and customer experience.

Key Tasks
<p>Leading Shifts</p> <p>The venue shift leader is responsible for leading the day to day shifts to provide proactive customer care and problem solving, ensuring all agreed customer needs are met and monitoring the standard of work completed in all areas of the site ensuring it is in line with agreed standards and rectified if not.</p> <p>To achieve this, they:</p> <ul style="list-style-type: none"> • Direct the day-to-day work of nominated venue assistants, ensuring the effective allocation of appropriate levels of work; clear instruction and monitoring and the appropriate prioritisation of tasks. • Undertake routine checking of the quality of work completed, ensuring it is to the appropriate legal and quality standards with evidence of planning and delivery per Brathay's processes. • Complete the testing of key safety systems to the appropriate standard and with the appropriate frequency. This includes tests required for fire regulations, first aid, legionella and others • Work to Brathay's environmental standards • Attend & contribute to handover meetings • Undertake shifts in the bar • Undertake other tasks at the request of the assistant manager • As Brathay is a 24/7 operation, there will be significant periods of time when the venue shift leader deputises for the assistant manager. Key tasks will be taken by the venue manager and an effective handover will always be expected but this part of the role will include areas such as checking guests in and out; dealing with immediate queries & emergencies and liaising with the wider Brathay organisation. Note, this is not intended to be an exhaustive list. • Is a member of the on-site, overnight, emergency cover rota. <p>The shift leader may from time to time also be required to work independently with no venue assistant support.</p>
<p>People Management</p> <ul style="list-style-type: none"> • Trains and develops senior venue assistants and night shift leaders, ensuring that regular one to one meetings are carried out and that personal development plans are in place and progressed

<ul style="list-style-type: none">• Communicates effectively at all times with all other guest services teams
<p>Legal responsibilities and compliance with policies and practice</p> <ul style="list-style-type: none">• Ensures that all Health, Safety and Security regulations are adhered to at all times eg, fire, manual handling, COSHH etc.• Complies with food hygiene regulations with regard to food service and storage, equipment cleaning and personal hygiene standards• Contributes to creating a safer working environment for colleagues and guests• Undertakes relevant training as required• Reports any faults or potential issues immediately• Refers any feedback or complain
<p>Cover in exceptional circumstances</p> <p>In order to support the smooth running of the team the shift leader may from time to time be required to:</p> <ul style="list-style-type: none">• Work in the kitchen• Support the estates team• Support the reception team
<p>Miscellaneous</p> <p>In addition to the duties listed here, the post holder is required to perform other duties, which are assigned from time to time. However, such other duties will be reasonable in relation to the individual's skills, abilities and grade.</p>

Skills and Experience:

Essential

- Experience in the hotel sector, including knowledge of health and safety regulations and other relevant legislation
- Experience of providing excellent customer service, value for money, and promoting a culture of continuous improvement
- Good people management skills, and a track record of contributing to the development of multi-functioning teams
- Able to solve problems and use own initiative
- Takes a logical and methodical approach
- Self-motivated, well-organised, with the ability to prioritise and manage deadlines
- A professional and courteous manner (face to face, telephone, and email)
- Good communication skills
- Literate & numerate

Desirable

- Proficient user of spread sheets, word processing, email & CRM / booking systems
- Competent user of the internet, including last minute web sites etc

Education and Qualifications:

Essential

- GCSE in English and Maths (or equivalent)

Desirable

- A qualification in hospitality and tourism management
- Food hygiene qualification

Other Essential

- **Mission, Legal Responsibilities and Policies:** participates in the development of, and adheres to, the Trust's mission and values, plan, practice, and agreed policies
- **Health & Safety:** adheres to Brathay's Health & Safety policy and procedures and any other statutory H&S requirements
- **GDPR and Cyber Security:** adheres to Brathay's policies and guidance, as well as other recommended and statutory requirements
- **Equal Opportunities etc:** adheres to Brathay's Equality & Diversity policy, Safeguarding policy and any other policies that may be in force from time to time
- **Flexibility:** as Brathay is a small organisation, you may well be asked to cover for other members of the Trust during sickness, holidays etc. [Specifically in this role, the jobholder will need to be flexible with regard to occasional travel, evenings and weekends]
- **Team-working:** co-operates with colleagues to the greater benefit of the Trust and undertakes any other reasonable duties as may be required from time to time
- **Research:** contributes to the research activity of the Brathay Research Hub

It is Brathay's intention that this job description is seen as a guide to the major areas and duties for which the jobholder is accountable. However, the business will change and the jobholder's obligations will vary and develop. The job description should be seen as a guide and not as a permanent, definitive and exhaustive statement.