



The Green Estate Community Interest Company

Hospitality Manager



April 2024

Job Information Pack



WELCOME TO THE GREEN ESTATE CIC

Welcome to The Green Estate Community Interest Company. Humanity faces unprecedented social, economic and environmental uncertainty and there are communities with less power, resources and choice to adapt and respond to these challenges.

Over 20 years, The Green Estate has been working hard to grow engaging, adaptive and resilient urban places. We have unlocked the potential of physical and social assets and developed beautiful and sustainable landscapes for the benefit of our local community and beyond. We have worked hard with our partners to develop innovative products and services including our radiant and resilient Pictorial Meadows Seed Mixes and Turf sold across the UK and EU.

Our landscape and facilities are stunning, our team and board are talented, skilled and dedicated and we have fantastic partnerships and wide reaching networks. With the royal seal of approval through the prestigious King's Award for Enterprise in Sustainable Development we are poised and ready to take a bold leap of faith and grow our impact, influence and income.

The Green Estate Community Interest Company



About the Green Estate

The Green Estate is a community interest company with a mission of growing engaging, adaptive, and resilient urban places. It was originally set up in the late 90's as a heritage and environment project to regenerate urban parkland that had become wasteland. It now employs circa 70 people, has 40+ volunteers, manages 42 hectares of parkland, hosts 20 onsite community enterprises and has a £3m+ turnover delivering a range of products and services from hosting weddings in Sheffield to premium Pictorial Meadow turf in Holland.

The Green Estate Strategy on a Page



The Team

Our team is dedicated and competent with a diverse set of skills and backgrounds. People join the team because they want to become part of The Green Estate community and make a positive impact on the world. We are social and we are entrepreneurial.

We have three directorates:

Thriving Organisation: Providing core services, e.g. Finance, Marketing, Risk Management, Caretaking, Administration, Cleaning, HR and Customer Experience

Place Stewardship: Stewarding our place and assets including parks and green open spaces management, provision of a heritage and environmental visitor experience, development of growing communities and delivery of events, hospitality, weddings and corporate experiences.

Commercial Landscape: Developing and delivering innovative resilience landscaping services and products including 'Pictorial Meadow' seeds and turf, specialist soils, green waste recycling and meadows and resilience consultancy (green roofs, sustainable drainage systems, rain gardens etc).

and a future looking programme:

Urban Green Futures: Developing our physical and digital space and network as a centre of excellence for building adaptive and resilient urban places, businesses and communities.



The Job

JOB TITLE: Hospitality Manager
RESPONSIBLE TO: Head of Heritage and Hospitality
RESPONSIBLE FOR: All hospitality staff including Wedding & Venue Assistants and Bar Staff

OVERALL PURPOSE OF JOB:

To lead the team on the delivery and development of The Green Estate CIC wedding and venue hire business. To bring the motivation, drive and passion to a small team to maximise income and customer satisfaction.

To ensure effective and professional administration, customer finances, and team management ensuring that our customer's journey always results in a fantastic experience for them. To demonstrate the leadership, as well as the hands-on involvement in the delivery of all event days.

MAIN RESPONSIBILITIES

Delivery

- Manage and deliver all aspects of weddings and venue hire including set ups, hands on delivery of on the day coordination and bar sales.
- Deliver viewings, show-rounds, and pre-wedding meetings with couples.
- Manage and organise staffing rotas and timelines for events.
- Maintain a high standard of presentation, troubleshoot and address issues in all venues making sure they are at their best.

Line Management

- Line manage Hospitality Assistants, Hospitality Deliverers and bar staff
- Recruit and ensure training for the whole team as required to provide effective cover for all venue hire and weddings.

Organisation, Administration & Financial Management

- Support the Head of Heritage and Hospitality to forecast, budget and manage the finances of weddings and venue hire to ensure targets are met and/or exceeded.
- Maintain and continually improve robust administrative, financial, operational and management practices and procedures.
- Ensure secure practices and procedures are in place and consistently followed in relation to cash handling, banking, checks, deliveries and stock taking.
- Ensure all customer documentation is completed accurately and actioned.

Customer Service

- Alongside your team oversee our customer's journeys ensuring a smooth and seamless experience
- Set and maintain exceptional standards of customer service for the whole team to achieve excellent feedback and reviews from all events
- Work closely and maintain positive working relationships with suppliers and internal departments

Legal Responsibilities

- Act as an appointed responsible person for wedding ceremonies
 - Able to deputise as the designated premises supervisor and undertake personal license training to do this.
 - Ensure the T&Cs of hire reflect updates to the hospitality offer.
 - Support the Head of Heritage and Hospitality in ensuring the maintenance of and compliance with annual licenses for ceremonies and premises.
 - Ensure that all work is undertaken in accordance with company policies and procedures.
 - Review, disseminate and ensure compliance with company risk assessments
-

PERSON SPECIFICATION

ESSENTIAL

- Considerable and proven experience in the organisation and delivery of weddings and/or events in a front of house role
- Exceptional communication and customer service skills
- Excellent organisational skills with a meticulous attention to detail and a highly methodical approach
- Excellent time management skills and a pride in ensuring everything runs like clockwork
- Able to use initiative to problem solve
- Experience of training, supporting and leading a small team
- Competent in use of Microsoft Office, Excel and Outlook
- Full commitment to working event hours including evenings, sometimes until 1:30am, every Saturday and occasional Sundays
- Knowledge and awareness of the importance of Health & Safety issues, and ability to risk assess venues, events, staff procedures and customer care
- Awareness of the physical rigours of venue set-up, stock and resource movements and the ability to do deliver this.

DESIRABLE

- Experience of setting and managing budgets and working to income and expenditure targets.
- Experience in use of a Customer Relations Management system
- Experience and confidence in using social media to support business promotion
- Understanding of the responsibilities attached to being the appointed person for wedding ceremonies and licensee for a bar
- Experience of working with suppliers to build good working relationships
- Experience of recruiting and training team members

VALUES AND BEHAVIOURS

All staff, regardless of their role, are expected to contribute to making Green Estate a truly great place to work by adhering to our values and helping to fulfil our vision, mission, and purpose.

JOB SPECIFICATION

SALARY: Payable salary £26,574.00

PENSION: We offer entry to the company's stakeholder pension scheme based on the auto-enrolment scheme.

WORKING HOURS: 37.5 hours per week, 5 over 6 days. Regular evening work, sometimes until 1:30am, every Saturday and occasional Sundays, flexible working and time in lieu (toil) systems are in place.

LOCATION: 389 Manor Lane, Sheffield, S2 1UL.

PROBATIONARY PERIOD: All new employees are required to undertake a period of probation for 6 months, in which they are expected to establish their suitability for the post

ANNUAL LEAVE: 31 days per annum pro rata (this includes all bank holidays)

DBS DISCLOSURE: DBS check required to undertake APLH training

EQUAL OPPORTUNITIES: The Green Estate CIC is an equal opportunities employer and selection of applicants is based on merit. Our company policy document is available on demand.

ADDITIONAL BENEFITS IN WORKING FOR THE GREEN ESTATE CIC

The Green Estate CIC provides a beautiful location, free car parking, company sick pay and annual social events.

The Green Estate Community Interest Company

Company number **04801730**

Address: Manor Oaks Farm House, 389 Manor Lane, Sheffield, S21UL

Tel: 0114 2762828

Email: recruitment@greenestate.org or for general info info@greenestate.org

Websites: www.greenestate.org www.pictorialmeadows.co.uk

Social Media: [Twitter](#) [Instagram](#) [Linkedin](#)

