



# WENTWORTH WOODHOUSE

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## Role Profile

**Title:**

Head of Hospitality

**Hours of work:**

40 hrs/week

**Office location:**

Wentworth Woodhouse  
Wentworth, Rotherham, S62 7TQ

**Responsible to:**

CEO

**Role Purpose:**

Wentworth Woodhouse is arguably the most challenging and exciting regeneration project of our generation. Prior to COVID-19, the business is growing exponentially and will do again. It is an exciting time to play a significant part in that growth. Hospitality is one of the key areas of expansion and we now require an experienced and dynamic leader to drive this area of the organisation forward.

You will be a talented, and ambitious senior manager, with experience of running multiple outlets including food, beverage and hospitality functions. This is a key role within the organisation and as such you will report directly to the CEO, as you look to grow the business over the coming decade.

As Head of Hospitality you will be responsible for the further development and growth of the two existing on-site catering outlets, our satellite mobile units, our weddings and corporate functions, events catering, afternoon tea offer and bar service. You will also work closely with the architectural design team to help produce plans for the formation of a new hospitality offer at the Camellia House and an international events centre at the Stables and Riding School.

You must be passionate about making this side of the business your own, whilst holding our strategic direction and brand values close to heart. This is an exciting time to join the team at Wentworth Woodhouse, with huge potential for this role to grow with the business.

**Role Duties:**

Develop and translate strategy to create innovative, inspiring annual plans and budgets for the Food, Beverage and Hospitality Department and ensure their successful implementation by working closely with your team to achieve the business priorities.



# WENTWORTH WOODHOUSE

◆ R O T H E R H A M ◆

Deliver a high-quality customer experience both in terms of improving the existing offer and adding to it, with a resulting budgeted surplus to the Trust.

Participate in wider strategic decision making and planning as part of the senior leadership team.

Prepare weekly and monthly reports for the senior leadership team meetings including sales results and productivity and attend Board meetings when required.

Ensure responsive, innovative, customer focused and effective day-to-day operation of outlets and services within agreed budgets and targets.

Oversee appropriate cost control, purchasing, stocking and pricing to deliver annual budgets and plans.

Take responsibility for the running of your operations, maintain exceptional levels of customer service, and taking personal pride in delivering an excellent visitor experience.

Oversee the design of creative, innovative seasonal menus with local ingredients and based on market trends.

Coordinate and monitor contractors and suppliers to ensure that services and goods are of the required quality and price.

Manage and develop staff ensuring that all staff in the department are effectively inducted, trained, developed and deployed to meet the service promise in a cost-effective manner. Cascade management information, including KPIs, and undertake annual staffing reviews.

Act as a role model for the wider team – always supporting and being an ambassador for the business goals and vision.

Work with the Digital Content Manager to increase sales revenue through forward thinking and innovative ideas in line with the brand standards and ethos.

Review and monitor services to ensure that operations meet service standards and remain responsive and competitive to the market.

Utilise communication and feedback from customers and other departments to ensure continuous development and improvements to service and income.

Working with your team to develop and manage the Food Safety Manual to ensure effective implementation and that services are managed with due regard to Health and Safety legislation.

Implement and embrace food and beverage operating policies and procedures in all outlets.



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♦ R O T H E R H A M ♦

Ensure adequate risk management and due diligence is undertaken, and that processes are adhered to or developed where necessary.

Work closely with the architects and project team on the specification and delivery of the Camellia House project, from its empty shell to a purpose designed fit-out Catering Outlet and Events Space.

Cover the role of Duty Manager in line with other management staff.

To undertake any other duties commensurate with the position.

## You need to:

- Be confident with natural leadership skills, and a desire to motivate and train
- Have a track record in delivering high standards in hospitality, and managing varied F&B operations
- Be someone who is adaptable, and thinks strategically about operating commercially and sustainably
- Be someone who is a quick thinker and a good decision maker
- Have a positive attitude and passion for the product and service
- Be someone who embraces and can bring about change and innovation
- Be a people person with the ability to show respect, empathy, and care to all team members
- Have excellent communication skills, and an ability to influence people

This role is partially funded by the Culture Recovery Fund for Heritage.



Funded by



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Historic  
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## Person Specification

**Please see the criteria expected of the role below. For your application, please note these and explain how you meet and exceed them.**

Factor	Criteria	Essential or Desirable
RELEVANT EXPERIENCE	<p>Successful Food and Beverage Manager with significant experience of working in a busy service environment</p> <p>Strong understanding of market trends and be passionate about developing F&amp;B Concepts in line with our brand values and strategic vision</p> <p>Driven, resilient and will enjoy the challenge of paving the way for new business.</p> <p>A dynamic team player with a flexible approach and have experience in managing a team to successfully achieve the business' goals</p> <p>You will be a great planner, able to manage multiple projects at once with a close attention to detail.</p> <p>Experience of cash handling and reconciliation</p> <p>Experience of EPOS systems</p> <p>Working towards KPIs and targets</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p>
QUALIFICATIONS	Educated to degree level, in a related subject	Desirable
JOB RELATED SKILLS	<p>Excellent communication and people skills</p> <p>A keen attention to detail</p> <p>Ability to work as part of a team</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p>
PERSONAL ATTRIBUTES	<p>Have a smart appearance and confidence when working with the public</p> <p>Ability to work well under pressure, and remain calm in a busy environment</p> <p>A flexible and positive approach</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p>
WORK CIRCUMSTANCE	<p>Able to work flexible hours, including evenings, weekends and Bank Holidays.</p> <p>Awareness of the implications of social media in a workplace</p>	<p>Essential</p> <p>Essential</p>



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**Name:**.....

**Name (Manager):**.....

**Signed:**.....

**Signed:**.....