

**DELAWARE NORTH UK
POSITION PROFILE**

Position Title: Assistant Manager I, Food & Beverage Discipline: Food & Beverage UK Known As: Assistant Hospitality Manager – Diamond Club		Job Code: L121
Status: Salary	Grade: L1	Direct Reports: Yes
PURPOSE		
<ul style="list-style-type: none"> • Support the Hospitality leadership team to ensure that the hospitality operation at the venue is managed and delivered in the most effective way to provide a cost effective, efficient and quality service to clients and guests. • To liaise with Meeting & Events customers. • To ensure all company, client and government policies and legislation are fully implemented and complied with on site. • To provide motivational and innovative leadership and direction for the hospitality operations teams. • To align the Delaware North business with the Client vision, whilst achieving both the Delaware North overarching objectives and the venues commercial targets 		
ESSENTIAL RESPONSIBILITIES AND DUTIES		
Operational Delivery <ul style="list-style-type: none"> • To support the Hospitality services effectively, using business efficiency tools, organisational skills, and resources to deliver on time, to the required standard and with a guest focus at all time. • To ensure that great products, services, programmes and initiatives to ‘make things happen’ are delivered by the hospitality team. • To work collaboratively with the Meeting & Events team. • To ensure all operating standards as detailed in the company’s operating standards are followed by all staff. 		
People <ul style="list-style-type: none"> • To support the Hospitality management at the venue, to ensure that they deliver quality food and service across the entire operation. • To support the Talent Acquisition team in all hiring processes for the variable team members to ensure we attract and recruit the best talent. • To support the onboarding, training and development all members of the variable hospitality team, employed and casual, to drive a culture of high performance where guest service is the number one priority in all activities. 		
Financial <ul style="list-style-type: none"> • To ensure all supplier invoices are approved and processed in accordance with company procedures. 		

- To follow all company processes and procedures pertaining to finance, payroll and purchasing to enable accurate post event reporting. To follow up on any discrepancies in 'real time' to resolve and improve rigor to safeguard the business.

Communication

- To have a strong relationships with senior business leaders and provide administrative assistance when needed.
- Ensure regular communication to foster clear and concise transfer of information to build a honest and open working relationship.

Legal, Safety and General

- To ensure all legal requirements are met and records are up to date for audit purposes. To ensure that the operation is operated in accordance with current knowledge and practice, management and measurement of all areas of responsibility including company regulations relating to the following areas:
 - Health and Safety
 - Food Hygiene
 - Fire Regulations
 - Licensing Laws
 - Sales of goods / Trading Standards
- To specifically adhere to, lead on and support all 'Post COVID-19 Working Safely' practices
- As part of the fulltime team responsible for successful day to day management of the venue
- To ensure that the business continues to be delivered in a safe manner at all times.

GuestPath

- Implementation of GuestPath, developing localised collateral for training, implementing processors, conducting self-assessments, and reporting to the team.
- As part of the Management Team be an ambassador for Delaware North (UK) Values and Mission statement and champion the GuestPath message always
- Ensure that the principles of the Delaware North Guest Path program are followed at all times. Conduct regular self-audits to ensure that we maintain and continuously improve on a high standard of the guest experience.
- To deliver on any other reasonable request of Senior Management from Delaware North.

PERFORMANCE MEASURES

- To lead and direct the day-to-day Hospitality service delivery to the clients and guests
- To ensure that at all times the clients and customers expectations are met while delivering the expected financial return to the company. Enhancing Delaware North's reputation within the market is key to growing the business further and therefore the venue should be considered a market leader within the stadia sector.

- To understand, anticipate and deliver to the often-demanding expectations of clients and their guests and be confident in providing bespoke services for individual clients as requested.
- To have the ability to liaise confidently with both Corporate and M&E Clients, and other external clients in the lead up to and during event days.

JOB CONTRIBUTION & PROFESSIONAL COMPETENCIES

General Scope:

- Assisting with managing the daily activities of service/support, teams.
- Sets priorities for the team to ensure task completion; coordinates work activities with other supervisors.
- Decisions are guided by policies, procedures and the local business plan; receives guidance and oversight from manager.
- Typically does not perform the work unsupervised.

Functional Knowledge

- Requires understanding and application of procedures and practices within own area and basic knowledge of other areas.

Business Expertise

- Understands how teams relate to other closely related teams to improve efficiency.

Leadership

- Has formal management responsibilities over service or business support teams; sets priorities for and coaches associates to meet deadlines.

Problem Solving

- Uses judgment to identify and resolve day-to-day problems.

Impact

- Impacts the level of service and the team's ability to meet quality, volume, and timeliness objectives within their area.
- Guided by local business needs and established practices.

Interpersonal Skills

- Uses tact and diplomacy to exchange information and address sensitive issues.

Talent Development

- Initiates learning activities to enhance knowledge, skills and behaviors.

Collaboration & Teamwork

- Adjusts his/her work approach to accommodate needs and preferences of others; considers how his/her actions will affect others; listens and acts on suggestions made by others.

Championing Guest Needs

- Actively seeks information to understand guests' needs and carries out solutions that exemplify GuestPath standards.

Innovation

- Attuned to trends and seeks opportunities to implement within the department/ unit/ company.

Action Management

- Identifies work conditions and risk issues; reports or corrects.
- Encourages others to take responsibility and leads by example.

DESIRED EXPERIENCE & REQUIRED FUNCTIONAL EXPERTISE

Education Requirement: A Levels

AND/OR

Total years' experience: 0-2

Years of Management experience:0-1

Essential Experience:

- Operational experience and track record within a similar environment.
- Strong service orientation and customer focus
- Excellent verbal and written communication skills
- Professional attitude
- Self-motivated and flexible with a positive attitude
- IT literate

Desirable Experience

- Previous experience in 5-6* fine dining environment
- Management and/or Food & Beverage qualifications are desirable for this position.
- Knowledge of the Food & Beverage industry within Hospitality environments

WORKING CONDITIONS

Your normal place of work is location based.

You will have a home location, but you may be asked to work across the business in line with business needs.

All aspects of Government advice regarding safe working environments will be adhered to, including:

- COVID-19 risk assessment completed.
- Cleaning, handwashing and hygiene procedures adopted.
- Comprehensive working from home policies.
- social distancing measures adopted.
- Transmission risk measures adopted.