

JOB DESCRIPTION

Job Title	Hospitality Manager
Grade	Grade 6
Reports to	Head of Hospitality and Retail
Budget	Department Revenue: £3.5m
Line Management	Manages a team of full-time staff, student and casual employees, with administrative support from the Hospitality & Retail Co-ordinator. Direct: 4 FTE; Indirect: ~11 FTE; Casuals: ~25

Job Context

Falmouth Exeter Plus is the service delivery partner of Falmouth University and the University of Exeter. Delivering shared services and facilities for both partners in Cornwall underpinned by close collaboration with The Students Union (the combined students' union for Falmouth University and University of Exeter (Cornwall)). We are a private company limited by guarantee with charitable status, wholly owned by Falmouth University (Falmouth) and the University of Exeter (UoE) on a 50:50 basis.

The Campus Services Directorate is responsible for services which have a direct link to income and the overall campus experience for the partnership.

Hospitality and Retail Service delivers quality catering, hospitality, and retail experiences across the campuses, for students, staff, and visitors. The service operates a diverse range of outlets, including refectories, cafes, bars, and event spaces and is focused on providing excellent customer service, commercial sustainability, and a welcoming environment that enhances the campus experience for all.

Job Purpose

Oversee the day-to-day operations of campus hospitality and catering outlets, ensuring profitability, service excellence, and guest satisfaction. The role leads, motivates, and develops the team to maintain and exceed brand standards, supporting the smooth delivery of services to students, staff, and visitors.

HOSPITALITY MANAGER

General Duties and Responsibilities

1. Foster collaborative relationships with lead University representatives, to assist in ensuring services are tailored to meet their specific strategic requirements and objectives. Pro-actively engage in regular consultations to gain insights into evolving service requirements and act as a trusted advisor, offering expert guidance to effectively address their goals.
2. Develop and implement forward-looking strategic plans which align with the evolving needs of our university partners, ensuring service offerings remain responsive to changing demands and trends.
3. Promote and support a culture of service excellence, ensuring that service and performance standards are met and achieved with professionalism, expertise, fairness, responsiveness, and efficiency, considering the diverse needs of our customers.
4. Provide effective leadership by demonstrating a collaborative and positive mindset, prioritising teamwork and long-term sustainable solutions. Emphasise the equal importance of building strong relationships and achieving measurable outcomes. Foster a culture of learning, mutual accountability, and continuous improvement, inspiring teams to excel and innovate.
5. Ensure sound financial planning and management to optimise resource allocation and sustainability within the service domain, in alignment with the overall financial strategy approved by the FX Plus Board.
6. Identify, monitor, and mitigate functional and organisational risks, ensuring compliance with relevant legislation and policies while maintaining operational effectiveness.
7. To keep well informed on internal and external factors which may affect strategic and operational performance, embedding the resulting analysis into future investment proposals and/or the risk management framework of FX Plus.
8. Ensure all activities and decision-making processes of the service area and of FX Plus are compliant with legislation, adopted standards, and conducted in line with its policies and procedures, including but not limited to Sustainability, Environmental, Equality, Safeguarding, and Health and Safety.
9. Promote Equality, Diversity, and Inclusivity within FX Plus, challenging discriminatory practices and behaviours while fostering an approachable environment as a 'Trusted Ally'.
10. Manage and enhance stakeholder relationships across the partnership, local community, sector, and supply chain, fostering strong connections and mutual understanding.
11. Actively engage in and promote organisational processes, training, and activities necessary for effective service delivery and professional development.
12. Demonstrate a flexible attitude to change and actively support the Universities and FX Plus in evolving to meet existing and future needs, undertaking other duties as necessary to support the effective functioning of FX Plus, in line with the level of responsibility of this role.

HOSPITALITY MANAGER

Specific Duties and Responsibilities

1. Oversee daily operations across all hospitality, food and beverage outlets, bar, and event services, ensuring smooth delivery and adherence to brand standards.
2. Maintain and implement standard operating procedures and policies for hospitality and catering, ensuring compliance and consistency.
3. Oversee the staff rotas and management of shift operations, ensuring adequate coverage and budget compliance, including cover for sickness and peak periods.
4. Development of KPIs to analyse sales data and implement revenue-generating strategies to achieve targets, including reconciliation of stock and EPOS systems.
5. Ensure accurate billing for hospitality and catering requests, timely financial reporting, and daily updating of till revenue sheets.
6. Oversee customer engagement, responding to concerns and complaints professionally and promptly, implementing new initiatives to enhance guest experience and drive customer loyalty.
7. Oversee catering outlet maintenance, repairs, and equipment faults, ensuring all contracted works meets company standards and legislative requirements prior to sign-off.
8. Ensure high standards of cleanliness and food hygiene throughout all operating areas.
9. Demonstrate flexibility in working hours during peak periods, such as graduations and welcome weeks, to support business needs.

HOSPITALITY MANAGER

PERSON SPECIFICATION

Education and Qualifications

Requirement	Attribute
Essential	Degree-level qualification or equivalent experience in Hospitality Management
Essential	Full UK driving licence
Desirable	Personal Licence Holder
Desirable	Professional membership of relevant hospitality body

Experience and Knowledge

Requirement	Attribute
Essential	Proven management experience in high-volume food and beverage environments (e.g. hotel, conference venue, university)
Essential	Experience handling large-scale or multiple events simultaneously
Desirable	Knowledge of hospitality and inventory management software
Desirable	Experience of using reporting systems/tools to aid decision making

Professional Skills and Personal Requirements

Requirement	Attribute
Essential	Ability to recruit, develop and lead a diverse team
Essential	Excellent verbal and written communication skill
Essential	Strong organisational skills and attention to detail
Essential	Commercial awareness and ability to manage budgets and sales
Essential	Proficiency in Microsoft products (e.g. Powerpoint, Word, Excel)
Desirable	Positive approach to personal development and training

Personal Behaviours ("Soft Skills")

Requirement	Attribute
Essential	Demonstrates accountability and takes ownership of outcomes
Essential	Customer-centric approach and passion for service excellence
Essential	Adaptability and ability to remain calm under pressure
Essential	Actively seeks opportunities for continuous improvement