

Falmouth Exeter Plus

JOB DESCRIPTION

Job Title:	Head of Hospitality and Retail
Grade:	8
Reporting to:	Director of Campus Services
Basis:	Full-time. Permanent.
Budget:	Up to £4.6 million OpEx

Context of the Role

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.

Purpose of the Role

The Head of Hospitality and Retail is responsible for developing and executing a comprehensive strategy for catering, bar, and retail outlets that meets the evolving needs of two universities. This role ensures a diverse offering that satisfies students, staff, and visitors while aligning with strategic goals and maintaining commercial viability.

Overseeing the full spectrum of hospitality and retail functions, the Head of Hospitality and Retail is involved in strategic planning, operational oversight, customer experience, and financial control. Effective leadership is crucial in delivering quality retail operations, bar, and catering services that meet and exceed customer needs in a cost-effective manner.

Given the importance of creating vibrant and engaging campus environments, this role requires a collaborative approach with other senior leaders. The Head of Hospitality and Retail will work closely with key stakeholders to champion and deliver initiatives that enhance campus life, promote sustainability, and foster inclusivity. Together, they will ensure that hospitality and retail services support and enhance the university experience, driving collective success through integrated planning and execution.

Head of Hospitality and Retail

Specific Duties and Responsibilities

1. Working closely with the Extended Leadership Team of FX Plus and senior University stakeholders, advise on the delivery of the hospitality and retail strategy and programme, ensuring value for money and maximising any financial surplus.
2. Leading and developing the Hospitality and Retail team, taking advantage of modern employment and service provision practices. Ensuring staff are properly trained, well-motivated, and equipped to meet the challenging demands made of the service.
3. Effective procurement of hospitality and retail projects, applying professional and commercial project management techniques. Senior oversight and management of contractors to ensure that the interests of the University are paramount.
4. Develop and embed a customer-centred approach to the Hospitality and Retail service, ensuring appropriate processes are in place to facilitate effective communication with internal and external customers.
5. Providing support and challenge to the Hospitality and Retail team, ensuring that retail shops, planning and delivery, and catering services are managed and developed to deliver quality experiences.
6. Ensure that hospitality and retail services provide a safe and healthy environment for all stakeholders, including the maintenance of systems that demonstrate compliance with statutory requirements and duties.
7. Working with and maintaining effective relationships with key external partners and stakeholders, representing the hospitality and retail interests of the Universities.
8. Ensuring effective supply chains are in place for Hospitality and Retail service suppliers, with effective methods for measuring and managing the performance of suppliers.
9. Champion and deliver environmental, sustainability, and inclusivity initiatives through collaborative work across the partnership, ensuring these initiatives are integrated into the hospitality and retail practices and strategies.

Head of Hospitality and Retail

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.

Head of Hospitality and Retail

PERSON SPECIFICATION

Qualifications	<p><u>Essential</u></p> <ul style="list-style-type: none"> Undergraduate degree in a relevant field or equivalent extensive professional experience. <p><u>Desirable</u></p> <ul style="list-style-type: none"> Relevant project management qualification (e.g., Prince2, PMP) Fellowship or advanced membership/registration with an appropriate professional body
Knowledge and experience	<p><u>Essential</u></p> <ul style="list-style-type: none"> Significant senior leadership experience in Service management. Proven history of strategic leadership and successful delivery of projects within higher education organisations. Experience in leading and managing multidisciplinary teams, including internal staff and external consultants and contractors. Demonstrated ability to collaborate with senior stakeholders, including executive boards and regulatory bodies, to develop strategic initiatives, feasibility studies, and comprehensive business cases. Expertise in managing substantial budgets and financial planning for services initiatives. Demonstrable proficiency in managing retail outlets, food venues, bars and managing resources Strong understanding of risk management and governance frameworks. <p><u>Desirable</u></p> <ul style="list-style-type: none"> Experience in leading higher education service delivery or working within a higher education institution. Professional experience in business process improvement and change management at a strategic level. Proven experience collaborating with high-level stakeholders such as vice-Chancellors, directors and external business customers.
Skills and attributes	<p><u>Essential</u></p> <ul style="list-style-type: none"> Initiative-taking with exceptional organisational and leadership skills. Strong strategic vision with a proven drive for delivering impactful outcomes. Innovative mindset with an initiative-taking approach to problem-solving and embracing emerging concepts. Exceptional ability to synthesise complex information from various sources and translate it into strategic action. Advanced verbal and written communication skills, capable of influencing and engaging diverse audiences. Advanced technical skills in standard business systems (e.g., Microsoft Office, Retail management software). Strong conceptual thinking to envision long-term goals while managing detailed execution. Proven ability to prepare and present comprehensive reports on complex issues to executive-level audiences. Professional demeanour and credibility that inspire trust and confidence among stakeholders.