



SHUTTLEWORTH

www.shuttleworth.org

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Job description

Job Title:	Venue and Logistics Supervisor
Reports to:	Catering and Venue Logistics Manager
Direct Reports:	Catering Team Leader, Catering and Events Assistants
Contract:	Full Time, Permanent
Days:	Weekdays, weekends and evenings
Hours:	40 per week + overtime as required
Pay:	up to £12.22 per hour (£25,400p.a) plus over time at hourly rate and benefits

Purpose of the Job

To focus on the operational management of the commercial events and weddings across all Shuttleworth venues. Venue set up and break down, manage external caterers and suppliers. Manage the bar and reception, running external events on the parkland. Provide support as required to the Assistant Catering and Venue Logistics Manager in coordination with the team. You will be responsible for acting as a Key Holder when required. This position is working within the Catering and Events Management Team responsible for the visitor attraction catering on a daily to basis, plus the airshow, wedding and event catering and venue logistics across all Shuttleworth venues.

This is a very physical and logistical role with a lot of moving of furniture and infrastructure as required by the weddings and events.

Job Functions

Supervisory

- Leading and supervising the team to ensure quality and standards of the venue operations including food service and drink service, cleanliness, venue security, stock control, venue logistics and event management
- Maintain the health & safety of the catering outlets, ensuring that all relevant risk assessments are completed, maintenance checks are undertaken, and all records are stored correctly
- To deliver weddings and events setups and service to the highest standard

Planning & Operational

- Plan, prepare and deliver the operational requirement for weddings and event at Shuttleworth House and other venues on site
- To plan and manage the venue turn rounds from one wedding or event to the next
- To undertake and progress new and relevant projects within the department
- To control stock levels and purchasing in line with set budgets

Financial

- To handle cash and PDQ payments
- To complete end of day cashing up procedures

- Proficient operation of the EPOS system

Administration

- To assist with preparing rotas for weddings and events
- Maintain staff training records & facilitate renewal of training
- Provide back office support with the EPOS system to ensure information is updated accurately, maintained efficiently and operates to its full potential
- Undertake general administration to maintain the catering outlets and their equipment
- Assisting with processing timesheets for payroll

Customer Service

- Provide high quality and efficient service to customers
- Handle complaints and feedback as required
- Build and maintain the team’s standards through leading by example

Relationships

- To ensure smooth relationships with internal and external teams and clients
- To represent the Shuttleworth Trust with stakeholders and customers
- To build relationships with external suppliers and caterers

Budgets and Resources

- Reduce operational costs and maximize resources while maintaining standards of products and services

Policies and Procedures

- Comply with Health and Safety legislation, to include COSHH
- Comply with GDPR legislation
- Adhere to organisational policies
- Develop and maintain policies and procedures that support and deliver departmental objectives

Personal Responsibilities

- Demonstrate personal integrity in all day to day interactions with colleagues and customers, working as a positive influence and role model, acting with professionalism and tackling challenges in a pragmatic and collaborative manner to bring staff along with changes and developments
- Protect the reputation of the Trust.
- Maintain professional levels of confidentiality commensurate with the role

This is a description of the job at present. The above is not intended to be a comprehensive list of key responsibilities or duties. Other related duties may be required from time to time. It is the practice of the Trust to periodically review job descriptions and to update them to ensure that duties relate to the job then being performed. It is our aim to reach agreement to reasonable changes following consultation. However, if agreement is not possible, the Trust reserves the right to make reasonable changes after consultation.

Selection Criteria

CRITERIA	STANDARD	E/D	EVIDENCE
Qualifications	Hospitality Related Event Related Customer Service	D D	

Work Experience	<p>Experience in understanding stock control/ordering in a seasonal business environment (2+ years)</p> <p>Hospitality experience (2+ years)</p> <p>Event experience (2+ years)</p> <p>Experience in managing people (2+ years)</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	
Skills and Knowledge	<p>Ability to work within a high volume, physically demanding catering environment</p> <p>Customer service orientated</p> <p>Experience in EPOS systems & cash handling</p> <p>Good communication skills both written and oral</p> <p>Proficient in the use of software applications to include Microsoft Outlook, Word, Excel and Powerpoint.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
Aptitudes	<p>Ability to work unsupervised</p> <p>Ability to work quickly, efficiently and accurately.</p> <p>Ability to handle multiple tasks, manage own time effectively and prioritise under pressure.</p> <p>A team player willing to be flexible to meet the changing needs of the business</p> <p>Good organiser with the ability to foresee where assistance is needed</p> <p>Driving license</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	