

KWVR Job Description

Job title: Hospitality and Events Manager
Reporting to: Business and Operations Manager
Direct Reports: 1 (Catering Officer)
Location: Haworth, Railside Offices
Hours: 30 (over 3 days)
Salary: 27-30K depending on experience

About the Company:

The Keighley and Worth Valley Railway Preservation Society has been running heritage steam and diesel trains for over 50 years. The charity's aim is to preserve, maintain and operate the Keighley and Worth Valley Railway as a working museum of railway history for the education and enjoyment of present and future generations. The charity's wholly-owned subsidiary, the Keighley and Worth Valley Light Railway Limited, is the organisation's operating and commercial company.

Alongside our 700 volunteers, the Railway's operating company, the Keighley and Worth Valley Light Railway Limited, employs a team of paid staff to ensure consistent and high quality delivery of our services and events. This new role is part of a development of our staffing structure to help the business grow and to be economically sustainable in these changing times. Key to the role is a strong team ethic, a focus on communication, and a creative approach to help the organisation find new and more effective ways of working. Engaging with our dedicated volunteers will be key to the success of the new role.

The Hospitality and Events Officer role is fundamental in ensuring that the KWVR is a high quality visitor attraction and one that caters for a wide range of customers. By working collaboratively with the paid and volunteer workforce to deliver elements of the commercial plan, it will be possible to deliver on financial and growth targets.

Job Purpose:

Working to the annual commercial plan, oversee and develop the catering operation on the KWVR plus work with the Business and Operations manager to create, develop and deliver the annual events plan.

The KWVR historically has had chequered success with catering and events and this new role will provide some consistency and stability to this area of the railway. There is an appetite to develop and expand, providing exciting new products and services for our customers to enjoy in a sustainable way.

When planning railway activity, the quality of the plans has a large impact on the continuing willingness of volunteers to help and get stuck in. Efficiency is key, whilst understanding the right balance of activities that provide enjoyment for the workforce whilst delivering targets is critical. Volunteers are the lifeblood of the railway and must be respected and nurtured. This must be at the forefront of this role and success will only be achieved with the co-operation of the workforce.

Key Responsibilities and Key Tasks:

- Manage the catering department ensuring that:
 - All health and safety requirements are met and documented.
 - The department meets its P&L targets.
 - The catering offer is reviewed, refreshed and tailored on a regular basis.
 - The department is sufficiently staffed with high standards of performance.
 - The catering budget is monitored and managed correctly.
 - Equipment is clean, maintained and fit for purpose.
- Work with Volunteer teams to assist with delivery of established annual events:
 - Ensure that event project plans and subsequent P&L's are completed.
 - Ensure that adequate risk assessment and safety planning is undertaken.
- Creation of new events:
 - Conceive, develop and deliver new events within parameters set.
 - Contribute to the strategic events plan
 - Develop event resource planning and recruitment
 - Develop event infrastructure across the railway
 - A focus on maximising outputs using a proportional approach to investment
- Line management of permanent and temporary staff as required
- Work on projects as directed

The above tasks and responsibilities listed above are not exhaustive and maybe amended according to the needs of the business. The above information is non-contractual and does not form any part of an employee's contract of employment.

Person Specification

Essential

Knowledge, Skills, Experience, Qualifications and Personal Attributes Required

- Proven experience of managing health and safety in a hospitality and events setting
- Proven track record of success in a hospitality setting
- Skilled in project management
- Understanding of FSA business guidance
- Experience of managing budgets.
- Excellent communication skills both written and verbal with a range of audiences.
- Strong interpersonal skills; able to liaise and work with a wide-ranging group of people and develop effective working relationships.
- Highly organised; can prioritise and work well under pressure, manage conflicting demands whilst maintaining attention to detail and accuracy.
- Experience of working directly with volunteers.
- Experience of managing personnel
- Experience of planning and executing catering operations.
- Good IT skills on Microsoft Office packages.
- A level headed and methodical nature.

Desirable

Knowledge, Skills, Experience, Qualifications and Personal Attributes Required

- Experience of working in a railway environment