

# Job Description

**Hospitality Manager | Full time, Permanent Contract**  
**Salary: £27,000 – 28,500**

The Hospitality Manager is part of our management team and has the lead role in managing our overnight accommodation and group bookings.

Our facilities include our South Downs Eco Lodge with a 39 bed self-catering wing; a newly re-furnished 25 bed wing with bed & breakfast options; a small family campsite with off-grid yurts; indoor meeting rooms and Woodland Hall all set within our 55 acre woodland site.

This is an exciting opportunity for an individual who has prior knowledge and experience of management within the hospitality industry. The successful candidate should be energetic, hardworking, enthusiastic, and enjoy working as part of a team and to be able to use and act on their own initiative.

The Sustainability Centre has always sought to lead by example, offering practical solutions through our own experience, actions and knowledge. We are an example of authentic sustainable living in action offering transformative experiences and empowering people to live differently.

Enthusiasm for the wider work of the Sustainability Centre and someone who shares our ethos and purpose would be a definite advantage.

## HOURS OF WORK

37.5 hours per week

Flexibility in working hours is a requirement with weekend work expected

## DBS CHECK

This post is subject to a satisfactory DBS check

## KEY TASKS

- Managing a small team in the day-to-day provision of facilities for guests
- Hosting youth, school and community groups on their residential experiences
- Working alongside other members of the accommodation team to achieve shared goals – leading by example
- Ensuring high standards of customer service to support our ethos of exceeding expectations
- Managing budgets and income targets effectively
- Working closely with the CEO to further develop the service and client offer including the development of eco-tourism and eco learning products/packages



- Reporting effectively to the Board of Trustees and CEO
- Contributing effectively to the overall management of The Sustainability Centre by working with other Team Leaders
- Supporting effective marketing strategy and delivery to achieve an extensive customer base and multi-night stays
- Managing Health and Safety policies and procedures effectively
- Maintain excellent communication between other staff and departments

### KEY SKILLS

- Previous relevant experience of managing overnight accommodation such as Hostel/B+B and campsite
- Experience of working with education clients including under 18s in a residential setting
- Ability to take responsibility for maintaining high standards of customer service
- Experience of managing people and resources effectively
- Ability to motivate your team and develop their skillsets and knowledge in support of business development
- Experience of managing budgets and reporting
- Experience and knowledge of online booking systems
- Experience of managing residential group booking enquiries and provision
- Able to undertake practical work both indoor and outdoor
- A hands-on approach with a can-do attitude
- Excellent communications skills
- Competent and confident IT user
- Able to work collaboratively within the context of a wider team
- Understanding of sustainability and how to apply it at every level of delivery of quality and service
- Flexibility in your approach

### KEY BENEFITS

- Great place to work
- An opportunity to help us develop and shape the business and Centre
- A career development opportunity for you to gain experience of how to embed authentic sustainability in the Hospitality sector
- Competitive pay rate
- Holiday pay
- Pension

### OPPORTUNITY

There is the option of offering a live-in role for this post with staff accommodation on site. Additional residential duties and costs will apply.

