



BENSLOWMUSIC

Job Pack
Hospitality Operations Manager

About Benslow Music

Benslow Music creates music learning experiences for people of all ages. We support individual development, inspire curiosity, celebrate creativity, and share all the life-long benefits music brings. We do this through a programme of residential, day and online music courses, a concert series and an instrument loan scheme.

At our campus in Hitchin, we welcome and provide learning opportunities to adult musicians of all abilities. We support everyone from late-starters to early-career professionals in unlocking their potential. We offer around 150 short courses throughout the year, covering genres from classical to jazz to folk, and opportunities to explore solo, small and large ensemble playing. Through regular concerts we provide a platform for emerging and acclaimed artists.

Benslow Music is home to the Benslow Music Instrument Loan Scheme, which holds a collection of over 800 string and woodwind instruments that are lent to young musicians aged 7-25. Each year over 500 loans ensure that borrowers, regardless of background, are able to grow and develop as musicians.

Benslow Music began as the Rural Music Schools Association in 1929, offering musical education to people of all ages who were outside urban centres. In 1952, the four-acre Victorian estate in Hitchin was bequeathed to the RMSA and has since developed into a lively campus for music activity, with two recital halls, practice rooms, accommodation for around 50 people and an extensive music library. Renamed Benslow Music Trust in 1986, the Trust subsequently took responsibility for the Benslow Music Instrument Loan Scheme, which was founded in 1932 as a separate charity.

Benslow Music today is a thriving musical hub, continuing to develop its creative music activities for all ages. Current plans for the future include an expanded online offer, additional collaborative and partnership working, and further development of our site facilities and accommodation looking towards its centenary celebrations in 2029.

benslowmusic.org

Job Description

Job Title	Hospitality Operations Manager
Department	Operations
Reporting to	Chief Executive
Line manages	Head Chef, House Team Leader
Key Relationships	Campus Operations Manager, Executive Administrator, Hires & Sales Manager, Duty Managers
Salary	£30,000-£35,000 dependent on experience
Hours	Full time (35hrs per week), including occasional evening and weekend work to suit business needs
Contract	Permanent, at Benslow Music with hybrid working considered
Benefits	25 days holiday per annum, workplace pension scheme, plus further staff benefits

Main Purpose

- Lead Benslow Music's hospitality function.
- Ensure that all visitors to Benslow Music receive excellent standards of catering, accommodation and customer service.
- Ensure that all hospitality activities are delivered in compliance with relevant Health & Safety and Food Standards requirements.
- Support effective operations across the Benslow Music team.
- Contribute to creating a positive workplace culture, reflective of organisational values.

Main Duties

Hospitality

- Lead the department in delivering excellent customer service.
- Review and develop hospitality operations practices and processes to ensure effectiveness and efficiency.
- Maintain and develop training programmes for staff to ensure that hospitality activities are delivered to the highest standards.
- Work closely with Campus Operations Manager, Head Chef and House Team Leader to ensure compliance with Health & Safety, Food Standards and Licensing requirements, including monitoring staff training.
- Manage procurement and stock management, working closely with the Head Chef and House Team Leader, ensuring good value for money.
- Manage the bar, including stocktakes, procurement and staff training.
- Manage relationships with key suppliers.
- Monitor team staffing levels across contracted and casual staff to ensure that there is sufficient cover for all activities.
- Monitor feedback from participants and visitors, resolving and responding to issues as required.
- Provide reports to the Chief Executive, Head of Finance & HR and trustees regarding team activity as required.

Finance

- Manage the hospitality operations budget, ensuring that expenditure comes within agreed budgets.
- Manage project budgets as required.
- Work closely with the Head Chef and Head of Finance & HR to monitor food costs, ensuring good value for money.
- Working with the Head of Finance & HR, review contracts for value for money, and retender suppliers where required.

Management

- Line manage the Head Chef and House Team Leader, supporting rota management for the Kitchen and House teams.
- Lead the department's planning in line with the organisation diary and requirements.
- Develop and implement systems and processes to support effective department working and good information flow with other teams.
- Maintain close working relationships with Campus Operations Manager to ensure good planning between hospitality and campus operations requirements, including House team and Duty Manager resources.
- Project management as required.

General

All Benslow Music staff are expected to:

- Uphold the values of Benslow Music.
- Contribute to a positive and productive working culture.
- Uphold and demonstrate through their work a commitment to equality, diversity and inclusion.
- Act as an ambassador for Benslow Music when interacting other organisations and members of the public.
- Comply with Benslow Music's Health and Safety and Equality, Diversity and Inclusion policies.
- Undertake other duties as may reasonably be required from time-to-time to support the work of Benslow Music.

Person specification

We are looking to appoint someone who can offer an extensive balance of skills and attributes; the following criteria are all important. The successful candidate will need to demonstrate real evidence of ability to fill the role effectively. Applicants must have the right to live and work in the UK.

Benslow Music is open to all and we value the varied skills of everyone. We are an equal opportunities employer and we are committed to championing equality, diversity and inclusion in our workplace, so if you feel you are a suitable applicant, we encourage you to apply whatever your age, disability, religion or belief, sexual orientation, socio-economic background, gender, gender identity or race.

	Essential	Desirable
Experience & Qualifications		
Experience in hospitality management, such as in a hotel or residential setting.	✓	
Proven track record in delivering excellent customer service	✓	
Experience working in any of the following sectors: arts and culture sector, adult education, charity		✓
Personal licence holder		✓
Skills		
Strong administrative and organisational skills with the ability to plan, co-ordinate, implement and manage multiple work streams and deadlines successfully.	✓	
Excellent people skills, creating good working relationships with direct report and across the organisation.	✓	
Excellent communicator, including written and verbal skills.	✓	
Budget management and planning	✓	
Strong IT skills, particularly with Microsoft Office.	✓	
Contract management and negotiation skills.	✓	
Good analytical skills	✓	
Knowledge		
Knowledge of Health & Safety and Food Standards compliance and requirements	✓	
Understanding and appreciation of Benslow Music's mission and ethos and commitment to the organisation's continued development.	✓	
Understanding of and demonstrable commitment to equality, diversity and inclusion.	✓	
Understanding of premises licensing		✓
Qualities		
A self-starter with excellent eye for detail, and the ability to work flexibly responding to business priorities.	✓	
Good problem solver.	✓	
Strong collaborator.	✓	
Able to work with discretion and diplomacy.	✓	
Able to work autonomously with good judgement.	✓	
Leads by example	✓	

How to apply

To apply please email your application to executiveassistant@benslowmusic.org (Subject line: **Hospitality Operations Manager application**). You will need to include:

- A CV detailing your relevant experience and skills.
- A cover letter (max 2 sides of A4) explaining why you are interested in this role at Benslow Music and showing how you meet the person specification.
- A completed equality and diversity monitoring form (available via the job page on our website).

Benslow Music aims to be an inclusive organisation, as well as the application materials, we ask applicants to complete our equality and diversity monitoring form to help us monitor our work in this area. These details are collected and stored independently to your application and cannot be traced back to you.

If you have any questions regarding the role or application process, please email:

alexis@benslowmusic.org

We are keen to ensure that our recruitment process is accessible to everyone. If you have any access requirements or barriers to application, please email alexis@benslowmusic.org to discuss how we might make reasonable adjustments to the process.

Closing Date: Monday 12 May, 5pm.

Please note, the closing date is a guide only and applications may be closed early if we receive a high number of submissions. We advise to submit applications as early as possible to avoid disappointment.

Interviews: will be on a rolling basis. Please advise of any unavailability when submitting your application.