

HEAD OF HOSPITALITY – LOCH EIL CENTRE JOB DESCRIPTION

Salary: £30,234 - £38,553 plus benefits (Starting point dependant on skills & experience)

Hours of work: 40 hours per week

Reporting to: Head of Centre

Contract: Permanent

The Outward Bound Trust

The Outward Bound Trust partners with schools, colleges, employers and youth groups to teach young people the most important lesson they could ever learn: to believe in themselves. We provide opportunities for young people to seize the moment and empower them to discover and embrace their unique strengths through the power of adventure.

Our Loch Eil Centre is based in the Scottish Highlands and is one of six residential centres in the UK. Loch Eil can accommodate up to 120 young people at any one time. The Loch Eil Centre is ideally located to access the wider adventures on offer in the “Outdoor Capital of the UK” and beyond. Our Hospitality team take on the responsibility for providing a quality residential experience for a young person’s journey with us, ensuring they are well fed and looked after in our refurbished residential centre.

Courses delivered at the centre vary in length from short weekend courses to three week summer courses. Participants vary in age from 9 to 22 years of age. All our centres are busy and are open for all but a few weeks of the year.

The Job (in a nutshell)

You and your team will provide a professional, high quality service to over 6,000 residential guests per year. This role is one of strong leadership and attention to detail management. The team consists of fifteen staff members across both catering and housekeeping.

Reporting to the Head of Centre, you will lead, motivate and develop the hospitality team ensuring the department is run safely, sustainably and meets the quality standards that Outward Bound expects.

The key responsibilities are to:

- provide inspirational leadership, management and coaching of the hospitality team, who are at various stages of their career, progression & development
- manage and lead on all aspects of hospitality related Health & Safety and risk management, including allergy management & COSHH. Allergy management is significant part of the role which involves liaising with parents, young people, teachers and our staff to ensure all needs are met
- manage financial control and procedures, including the staffing budget (achieving optimum utilisation), and supply chains. The centre has a reputation for sound financial and commercial management which you will be expected to protect and enhance
- have an owner’s eye for detail and identify opportunities to enhance standards and systems to ensure and elevate the residential experience
- maintain agreed quality standards against organisational standards
- be an initiative-taking and proactive member of the Centre Leadership Team (CLT) and The Trust wide Head of Hospitality team, supporting The Trust nationally with the development & innovation of our hospitality provision. This will involve occasional travel to support internal audits and attend meetings

Who we are looking for

Every day is different in Outward Bound. In addition to the key responsibilities, you will need to:

- be a hands-on manager willing to support any of your team with any task
- take a key role in customer interactions and have flair for looking after young people, guests and our staff ensuring a high level of customer satisfaction
- understand the importance of cross functional relationships and be able to respond to both internal and external demands accordingly
- be a centre key holder with duty manager responsibilities
- enjoy and thrive on being “front of house” in a busy young person’s centre, as well as paying great attention to ‘behind the scenes’
- have a friendly, enthusiastic ‘can do’ attitude and contribute to a positive work environment
- be energetic, with a level of fitness to be able to manage the physical demands of the job and site
- have excellent organisational / planning skills, and diligence
- on occasions manage special events at the centre
- have zest to work in a busy, friendly, and professional environment, with a focus on young people.

It is all yours, with support from the CLT, the wider organisation and some new ICT systems.

Additionally, you may be required to undertake other duties as assigned, in line with the needs of the role.

PERSON SPECIFICATION

Your Skills, Knowledge and Experience

Wide experience of working in the hospitality sector in a management role in a busy, high quality organisation.	Essential
Successfully led and managed a team of hospitality staff, including performance reviews and feedback.	Essential
Current working knowledge of Health & Safety / Food Safety regulations, procedures and working practices (Allergens, COSHH, Risk Assessment, Manual Handling, Accident Reporting, HACCP, etc).	Essential
Full working knowledge of dietary and allergy requirements.	Essential
Proven experience of financial administration, budget control & supply chain management.	Essential
Skills and knowledge of current HR practice and be a natural people person,	Essential
Aptitude for ICT, including Microsoft 365 software and online ordering.	Essential
Proven experience of building and maintaining positive relationships with people within and outside of the organisation.	Essential
Previous experience of dealing with customers and demonstrate excellent customer care skills, solving any problems in a proactive, positive way,	Essential
Driving licence to enable visits to other centres (for meetings & hospitality audits) and supporting our summer expedition programmes with remote food provision.	Essential
Ability to work flexible shift patterns including evening and weekend working.	Essential
Demonstrably passion for working with young people.	Desirable
Qualifications in a hospitality setting.	Desirable

Salary and Benefits

Salary: £30,234 - £38,553 plus benefits (starting point dependant on skills & experience). Benefits:

- Annual Leave of 24 days increasing by one day each year to a maximum of 30 days, plus bank holidays. (There is a break over the Christmas & New Year period and limited weekend working throughout the year)
- Life Assurance: 3 x salary, covered from start date; includes Employee Assistance helpline.
- 8 weeks' sick pay at full salary in any 12 months
- Long-term Disability Insurance: two-thirds salary less state incapacity benefit after 6 months' absence for up to 5 years, covered from start date
- Personal Accident Insurance while at work or commuting
- Employee assistance programme Unum: In the form of an app, with easy access to medical and mental health support. Ranging from instant GPs appointments to physio or counselling services.
- Health Cash Plan with Medicash: a taxable benefit.
- Pension Scheme (currently Standard Life): Auto-enrolment of all staff after 3 months service.
- Berghaus uniform items provided. Also, opportunity to purchase Berghaus products at discount.
- Discounted course fees for family members to attend Outward Bound Trust courses (after 12 months service)
- Cycle to Work scheme.

Probation Period

There is a 3-month probationary period from the employee's start date.

Other

The post holder will also be required to undertake a PVG disclosure check with Disclosure Scotland, which Outward Bound will administer.

How to Apply

To apply for this job please send a covering letter of not more than two sides of A4, explaining your fit to the job description and the person specification, together with an up-to-date CV by **1700 on Friday 7th March 2025** to: David Exeter, Head of Centre, david.exeter@outwardbound.org.uk

First interviews will take place via Teams on either Tuesday, 18th or Wednesday 19th March. If successful, second interviews will take place in person at The Outward Bound Trust Loch Eil Centre on Wednesday 26th March.

We offer a supportive induction programme, with some travel to our other centres in the UK.

If you have any queries regarding the information supplied, the recruitment process, or would like to arrange an informal chat, please contact David by email as above.