



RECRUITMENT PACK

Hospitality Manager





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ABOUT LIVE BORDERS

Live Borders is a forward-looking charitable trust at the heart of the Scottish Borders, delivering active, creative, heritage, life-long learning and community services that make a real difference to people's lives.

We exist to help communities thrive - physically, creatively and socially. Every day, our teams support people to be active, curious and connected, whether that's through sport and fitness, libraries and learning, arts and heritage, museums, events or community programmes.

Since our establishment in 2016, Live Borders has brought together sport, leisure, culture and learning services into one organisation with a shared purpose: to improve wellbeing, reduce inequality and strengthen communities across one of Scotland's most distinctive regions.



A PLACE-BASED ORGANISATION DELIVERING SOCIAL IMPACT

The Scottish Borders is a unique place - rural, diverse and deeply connected to its communities. Live Borders reflects that. We deliver services across towns, villages and rural communities, reaching people of all ages and backgrounds.

Each year, we support more than a million visits to our sport and leisure facilities and hundreds of thousands of visits to our cultural venues and services. But our ambition goes beyond numbers. We want to ensure that what we offer is relevant, inclusive and responsive to the changing needs of the communities we serve.

We reinvest every penny we generate back into services and communities, ensuring public value and social impact sits at the heart of everything we do.

A TIME OF OPPORTUNITY AND CHANGE

Live Borders is on an exciting journey. With new leadership and a clear focus on impact, we are strengthening how we engage with communities, partners and stakeholders, and how we tell our story.

This is a place for people who want to make a difference - who are motivated by purpose, but also excited by change, improvement and innovation.



A MESSAGE FROM OUR CHIEF EXECUTIVE

Thank you for your interest in joining Live Borders.

Live Borders plays a vital role in the life of the Scottish Borders. Every day, our teams support people to be active, creative, curious and connected, through active living, creativity, culture and heritage, learning and community services. The impact of this work is felt across our communities, and it matters deeply.

We are a values-led organisation with a strong sense of purpose, and we are also one that is evolving, responding to the changing needs of our communities, the challenges facing the public and third sectors, and the opportunities ahead of us. This is a moment to be ambitious, thoughtful and bold about how we deliver our services and how we engage with the people we serve.

Everyone who works at Live Borders plays a part in our success. We are looking for people who care about people and place, who bring ideas, enthusiasm and commitment, and who want to do work that makes a positive difference. Whether your role is frontline, operational, specialist or strategic, you will be supported to contribute, grow and do your best work.

At Live Borders, we value openness, inclusion and teamwork. We believe that empowered people deliver the best services, and we are committed to creating an environment where our teams can grow, develop and do their best work.

If you are motivated by purpose, excited by change and keen to be part of an organisation rooted in community and impact, I encourage you to consider joining us.

I look forward to welcoming you to Live Borders.

Catriona McAllister
Chief Executive
Live Borders



THE ROLE

Hours: 37 hours per week/ Permanent

Location: Headquarters, Newtown St Boswells

Salary: £36,251.24 to £39,222.34

Job Purpose:

Responsible for leading the effective and efficient operation of hospitality services, including the operation of three large café facilities and the operation of the vending organisation-wide. The role holder should be an experienced hospitality manager who can lead the services, improve service standards, and maximise profit from them.

The role holder will be accountable for monitor margins, waste, supply costs, staffing ratios, skill sets, and menus closely to ensure that each café service delivers against its annual targets.

The role-holder will be required to work closely with venue managers to ensure the café service meets the needs of their operation whilst remaining financially viable.

Key duties involve leading teams, managing budgets, marketing the café's and ensuring compliance with food safety procedures, health and safety and licensing regulations.

The role holder will be expected to drive innovation and efficiency to ensure the hospitality service is cost-effective and meets the needs of customers.



KEY RESPONSIBILITIES

Strategic Development

- Lead the development and implementation of a strategic business plan for the hospitality service, which improved profit and service quality, and met the needs of the venues.

Service Delivery

- Overall ownership and accountability of operational management and financial performance of the hospitality function.
- Work closely with staff teams, chefs to ensure effective management of stock and food waste, continually reviewing supply chains and pricing to ensure best value.
- Facilitate catering for event organised both by the organisation and hires of facilities. Explore opportunities to maximise returns from event and external catering utilising venue kitchens across our estate.
- Develop and maintain a high-quality vending service, continually reviewing suppliers and lines.
- Ensure that all kitchens, equipment and serveries are well equipped, regularly maintained as required and are able to support the menus and standards of service required.



Health & Safety and Food Safety

- Ensure documentation, including staff training records, is maintained as per company policy.
- Ensure that any equipment issues that may result in causing risk to staff or customers are effectively managed and reported to the health and safety function.
- Ensure that all services adhere to food safety legislation, policies and procedures and all staff are appropriately trained and knowledgeable to maintain exceptional standards of food safety. All food diaries on site are checked, and actions are
- Ensure rigorous processes and procedures are in place to effectively manage food allergens and special dietary requirements.

Budget Management

- Manage, monitor and report on hospitality budgets by site and as a whole to ensure agreed performance targets are achieved.
- Ensure the facilities maximise their income and control expenditure and waste, which effecton stock management system.
- Manage stock procurement for the sites with support from onsite teams



People Management

- Undertake all line management responsibilities to ensure that all staff are appropriately trained, supported and developed
- to deliver exceptional customer service, to meet performance targets and ensure the safe operating practices
- Ensure the hospitality staffing structure is fit for purpose and team members are clear on their roles
- Ensure that staff adhere to HR policies and procedures for the recruitment, development and management of staff
- Ensure that staff follow organisational procedures and practice

OTHER DETAILS

- Undertake any other reasonable duties which may be requested by Live Borders
- Requirement to work out with normal hours (evenings/weekends): Occasional, by arrangement
- Full UK Driving Licence and access to vehicle essential.
- Live Borders offers a flexible working environment, with a hybrid approach.
- Requirement for PVG/Disclosure check – No



KNOWLEDGE & EXPERIENCE

EDUCATION

Essential	Assessed	Desirable	Assessed
Food Hygiene Certificate Level 3	A		
HND in Hospitality Related Area or able to demonstrate equivalence through CPD or experience	A/I		

EXPERIENCE

Essential	Assessed	Desirable	Assessed
Demonstrable experience of managing a large multi-site hospitality service. Including developing and implementing Business Case for the service,	A/I	Experience of managing cafes and events catering in leisure and cultural venues.	A/I
Previous experience managing a team of staff in a busy kitchen environment across multiple venues	A/I	Experience of managing cafes and events catering in leisure and cultural venues.	
Previous experience managing a team of staff in a busy kitchen environment across multiple venues	A/I		
Extensive experience in leading the food safety procedures and practices of large catering outlets.	A/I		
Proven track record in delivering budgeted profit levels	A/I		



SKILLS AND KNOWLEDGE

Essential	Assessed	Desirable	Assessed
Full driving license	A		
PC skills (Word, Excel, PowerPoint)	A		
Strong reporting skills	A/I		
Excellent interpersonal skills	I		
Strong negotiation skills	I		

Key: A: Application I: Interview



PACKAGES & BENEFITS

Pension: Starts with a 5% company contribution into an Aviva scheme, increased to 10% after 2 years service. After 5 years service, you can join the Local Government Pension Scheme (current company contribution is 17%)

Holidays: Starts at 30 days of annual leave plus 4 public holidays (for Christmas and New Year). Increases with service up to a maximum of 35 days after 6 years' service.

Free membership at our Gyms & Swimming Pools

Free entry to our Attractions (e.g. The Great Tapestry of Scotland, The Jim Clark Motorsport Museum)

Death in Service benefit of 3 times salary

ASVA membership: We are a corporate member which means staff can get free access to other member attractions, including Edinburgh Zoo and Historic Scotland sites.

Cyclescheme: Saves the employee tax and NI contributions on the purchase of a new bike and accessories

Help@Hand: Employee assistance programme which includes a variety of services including a 24 Hour advice and information line with support including -

- Counselling and legal information
- Financial Support
- Remote GPs: where employees can arrange a call back from a practising UK GP 24/7
- Savings and discounts - access savings and rewards across a variety of big brands



NEXT STEPS

If you would like more information or an informal chat about the role, please contact Ross MacNay on RMacNay@liveborders.org.uk

If you would like to apply for this post, head to <https://liveborders.bamboohr.com/careers>

Hours: 37 Hours

Location: Headquarters, Newtown St Boswells

Salary: £36,251.24 to £39,222.34

Closing Date: 23rd February at 9am

The selection process can include different forms of assessment along with a formal interview. You will be advised of this if your application is successful.

If you have a disability and need assistance in completing your application form, please contact our people team recruitment@liveborders.org.uk to discuss your needs.

We look forward to receiving your completed application.