



Jobs with Purpose

Job title	Office Manager - Hospitality
Candidate Brief	<p>NOW Group provides a range of services that support people with learning difficulties and autism to realise their full potential and change their lives for the better. The organisation was established in Belfast and expanded over the last twenty years throughout Northern Ireland, and more recently into Dublin to provide services to support people into employment, training, transition, volunteering and a family service.</p> <p>Loaf Catering is one of our social enterprise businesses and operates cafes and corporate catering throughout Greater Belfast, and Kilmainham in Dublin.</p> <p>We have an exciting opportunity for a highly organised and detail orientated person to join the Loaf team. As Office Manager you be hands on and will play a crucial role to ensure the smooth and efficient operation of our cafes and corporate catering from customer booking to invoicing stage. The successful candidate will have excellent communication skills, the ability to multi-task and a good eye for detail.</p>
Location	Loaf Café, 307-309 Grosvenor Road, Belfast, BT12 4LP (onsite)
Reports to	Head of Operational Delivery
Hours	37.5 per week
Salary scale	£30,000 per annum pro rata (within Band 3 £30,000 to £36,000)
Benefits	<ul style="list-style-type: none"> 25 days annual leave plus 12 statutory days (pro-rata) Health Cash Plan (on successful completion of probationary period) Access to confidential Staff Counseling & Financial Advisory Services Stakeholder Pension Scheme (5% employer contribution) Bike to Work Scheme Holiday purchase scheme Flexible working initiatives Wellbeing initiatives

Mission

Supporting people with learning difficulties and autism into jobs with a future.

Vision

A society where people with learning difficulties live, work and socialize as valued citizens.

March 2024



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Main Responsibilities

1. Provide a range of administrative services across Loaf Cafes and corporate catering.
2. Work closely with the Head of Operational Delivery to ensure effective provision of food and beverage across all catering areas and travel to all locations training key personnel on administration procedures.
3. Lead on the procurement process including collating supplier stats and price negotiations in conjunction with Head of Operational Delivery and Development Chef.
4. Ensure adherence to internal processes for procurement.
5. Produce analytical reports and forecast outcomes that drive effectiveness to deliver a commercial return and confident to present at meetings.
6. Work in partnership with the finance department to manage invoices within the purchase ledger.
7. Collation of payroll information for all sites ensuring that all variances are actioned.
8. Implement efficient processes for managing internal and external hospitality and catering requests.
9. Support the EPOS (Electric Point of Sale) and booking systems throughout the business and provide staff training as required.
10. Maintain professional standards in relationships with confidence to deal with challenges.
11. Able to adapt to new business opening and work to deliver mobilisations throughout Ireland.
12. Undertake other relevant administrative duties.

Personnel Specification

Skills & Experience

1. Full driving licence and access to a car.
2. NVQ Level 3 in Business Administration and/or minimum of 2 years of experience in a similar role within the hospitality industry.
3. Excellent organisational and time management skills, with the ability to prioritize tasks effectively.
4. Strong written and verbal communication skills.
5. Proficient in Microsoft Office Suite and other office management software.
6. High level of attention to detail and accuracy.
7. Ability to work independently and as part of a team.
8. Strong problem-solving skills and ability to adapt to changing priorities.
9. Experience of using a finance (Sage) system is desirable.

Shortlisting will be based on the evidence that you supply on your application form to satisfactorily demonstrate how, and to what extent, you meet the above criteria. The Shortlisting Panel will not make assumptions as to your circumstances, qualifications, and experience.

Please note that employment with NOW Group may be subject to a check from the Access NI Service. For positions in regulated activity a check of the Data Barring Service (DBS) will be required. For further information please refer to the Access NI Code of Practice at: <http://www.nidirect.gov.uk/accessni>



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Values and Behaviours



All employees in NOW Group are required to subscribe to the values of the organisation and demonstrate these values through agreed behaviours in their day to day work and their relationships with participants, stakeholders and colleagues. Candidates will be expected to demonstrate relevant values and behaviours as part of the interview process.