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| Position     | Hospitality Manager   |
| Department   | Social Enterprise   Inn & Conference Centre   No.7 Restaurant |
| Line Manager | Country Director  |

Kick4Life F.C is the world’s first football club exclusively dedicated to social change. We are a charity and social enterprise with the aim of transforming the lives of disadvantaged children in Lesotho. Alongside our award-winning health, education and development programmes, we run a number of innovative social enterprises that both generate income for our work as well as provide training and employment opportunities for young people. These include:

**The Hokahanya Inn & Conference Centre** includes 12 beautifully furnished twin and double en-suite bedrooms offering high-quality accommodation in the heart of the Maseru, Lesotho's capital city. We are ideally located for business customers and tourists, and we offer a complete conference service with our various meetings rooms and the stunning No.7 Restaurant on-site.

**No.7** is a restaurant with a difference. We offer great food in a friendly environment with stunning views across the city. As well as the Restaurant, No.7 runs a catering service for a wide selection of internal and external events, from conferences and team-building days, to dinner parties and weddings. We can seat over 100 people at one time with indoor and outdoor seating areas. The outdoor area includes 2 wood burners and a braai. Our cuisine is a freshly prepared menu that expresses a European style with a Lesotho touch.

**Objectives of the Role**

To oversee the integration between and overall management, growth, and profitable running of our hospitality social enterprises, except the Soccer Schools. Key responsibilities include to: Ensure the smooth integration of all of our social enterprise operations, including effective and efficient communication lines, processes and procedures between them; manage the social enterprise brands and ensure actions and messaging are always aligned; promote & market to all target sectors (public, business, government, tourism); plan and organize accommodation, catering and conferences to ensure our services are coordinated; .ensure the highest standards of customer service delivery across all enterprises; oversee management bookings and payments; manage budgets and financial plans as well as controlling expenditure; maintaining statistical and financial records; work closely with the Country Director to provide new areas of enterprise growth and to provide regular reports on staff, sales, bookings, profits etc.; provide excellent and consistent customer service delivery to all Kick4Life clients; and other special duties related to organizational and social enterprise development support.

**Main Accountabilities**

Area 1: Sales, Marketing & Business Performance

- 1.1 Be responsible for the business performance of the No.7 Restaurant and Hokahanya Inn & Conference Centre in their entirety
- 1.2 Set and meet monthly sales and profitability targets with Senior and Executive management, aiming for quarterly improvements
- 1.3 Manage budgets and expenses, analyse and interpret financial information and monitor sales and profits, providing monthly and quarterly reports to Executive management
- 1.4 Work with the Head Chef and the Front of House Manager and the marketing team to develop and grow conferencing packages and sales
- 1.5 Promote K4L’s hospitality brand in the community through the development and implementation of effective marketing strategies, campaigns and promotional services
- 1.6 Act as the main point of contact for the social enterprises and build and foster productive relationships with clientele, key stakeholders and partners

Area 2: Operations & Maintenance

- 2.1 Control operational costs and identify measures to cut wastage
- 2.2 Ensure all equipment is used according to best practice and preventatively maintain

- 2.3 Estimate future needs for goods, equipment, furniture and cleaning products to ensure smooth operations
- 2.4 Ensure all maintenance issues are promptly attended to and resolved
- 2.5 Check stock levels, order supplies and oversee the preparation of petty cash
- 2.6 Supervising maintenance, supplies, capital expenditure, renovations and furnishings

#### Area 3: Staff Management & Customer Service

- 3.1 Line manage all Inn and No.7 staff and trainees, ensuring superior customer service delivery at all level
- 3.2 Appraise staff performance, providing regular feedback to improve productivity
- 3.3 Meet and greet customers and respond efficiently and productively to customer complaints
- 3.4 Ensure that consistent, timely and excellent hospitality service delivery is ensured at all times
- 3.5 Work with the No7 Team to plan and coordinate menus for conferencing and specials for guests
- 3.6 Oversee & work closely with the Front of House Manager and Head Chef to ensure excellent standards of food
- 3.7 Train new and current employees on best customer service practices
- 3.8 Work with management team to develop incentives to increase staff retention, productivity and morale

#### Area 4: Health & Safety

- 4.1 Ensure staff and guest compliance with all K4L health and safety policies and procedures
- 4.2 Attend to any emergency situation in First Aid, Health & Safety, Child protection and Fire safety and manage emergency procedures
- 4.3 Regularly check that fire safety and first aid equipment is up-to-date
- 4.4 Hold keys and be responsible for the control of staff and guest access and general security of the facility
- 4.5 Oversee G4S security staff check-ins and check-out and ensure they are always in uniform
- 4.6 Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, etc,)

#### Area 5: Administration & Procurement

- 5.1 Conduct social enterprises administrative and procurement processes, acting as the authorizer for Hotel procurement and confirmer of goods received
- 5.2 Regularly review product quality and research new vendors
- 5.3 Work with the Country Director and Executive management to develop and operate according to an annual budget.

#### Area 6: Other duties

- 6.1 Support Management initiatives and aid in preparing for performance management
- 6.2 Assist in Tour implementation and promotion, as requested
- 6.3 Oversee successful management of international tour groups staying at K4L including planning itineraries and ensuring successful delivery of tours
- 6.4 Assist in operational and programmatic fundraising initiatives
- 6.5 Comply with and uphold all of Kick4Lifes's Policies and Procedures
- 6.6 Maintain professional conduct at all times
- 6.7 Undertake such other duties as may be reasonably requested
- 6.8 Assist in developing systems for broader SE integration, operational improvements and business growth

#### **Qualifications and Experience**

##### Essential:

- Diploma in Business Administration, Hospitality Management or related fields preferred
- Proven knowledge of the tourism industry in Lesotho
- Experience in hotel & conference management
- Experience in restaurant management
- Experience of event running and management

- Strong financial, budgeting, analysis and reporting skills
- Strong marketing skills
- A commitment to exceptional customer service
- Experience of staff management
- Experience of working with, developing and training young people
- Ability to respond positively to a pressurized environment and adopt a positive approach to problem solving

Desirable:

- First Aid Certified
- Child Protection Trained

**Work Based Skills and Competencies**

Essential:

- Ability to effectively liaise with multi-disciplinary teams and a variety of stakeholders to achieve goals
- Ability to multitask and work according to set deadlines
- Demonstrates strong verbal and written communication skills in English and Sesotho
- Excellent listening and telephone Skills
- Track record of working with integrity and honesty, showing an ability to keep information confidential
- Professional
- Organised and reliable
- Adaptable and solutions-oriented
- Independent
- Service-minded

Desirable:

- Demonstrates a growth mind-set
- Ability to think strategically
- Microsoft Office Skills

**Please note: this is a full time hospitality position that requires the employee to work long and often flexible hours, which may include evenings, weekends and holidays.**

**How to Apply:**

If you meet the requirements and are motivated to work helping others in a multicultural environment, please send a CV and Cover Letter explaining your motivation and fit for the role to [hr@kick4life.org](mailto:hr@kick4life.org)

By applying to any position at Kick4Life, you automatically affirm that you have never been accused of nor been found guilty of sexual exploitation and abuse.

Please note that only applications received via email will be considered.

**Closing Date of applications is 27<sup>th</sup> October 2023 by 5:00 pm**

***If you have not heard from us within two (2) weeks of the closing date, please consider your application to be unsuccessful. Remember, we will only contact applicants who have been shortlisted for interview and will not be able to provide feedback to those who have not been shortlisted, due to the sheer volume of applications.***