

Leicester Diocesan Board of Finance (LDBF)

Job Description: Business Manager

Job Title: Business Manager of St Martins House (SMH) and St Martins Lodge (SML), trading under St Martins Hospitality Limited (SMH Ltd)

Reports to: The Director of Finance (FD)

Responsible for: Operations Manager

Other Key Relationships: SMH Ltd Board, SMH Ltd key conference clients, SMH Ltd Staff team, SMH Ltd suppliers, Diocesan and Cathedral Staff, Tenants and charitable users of St Martins House. Directors and staff of Leicester Diocesan Board of Finance.

Main Purpose of Job: To develop the business of SMH Ltd into a significantly profitable position to contribute to the wider Diocesan mission. To keep to strict budgets in terms of income generation and expenditure. To bring in new and sustainable business to our trading functions of conferencing, events, meeting room hire, hotel, café, car park and long term tenants.

Principal Responsibilities:

- To meet and potentially exceed new business targets in terms of volume of bookings and profitable pricing across the trading operations as listed above.
- To oversee the work of the Operations Manager who is responsible for the smooth running of the trading operations. To see that facilities are managed and maintained to the required standards and that on all occasions both external and internal customers' expectations are met.
- With the FD and SMH Ltd accountant evolve and develop the financial sustainability planning to ensure a significant contribution from the trading operations to the Diocesan mission including producing robust budgets, monthly management accounts and relevant commentary.
- With the Director of Governance and HR to manage staff recruitment and transition so that the Diocese is not open to operational, safeguarding and reputational risk.
- Responsible for all aspects of the performance of SMHL, attend and contribute to meetings of the SMH Ltd Board and LDBF Board of Trustees as and when required.

- To work with relevant Diocesan and Cathedral staff to ensure that SMH, SML and Cathedral Gardens are operating within all applicable legislation and good practice, including but not limited to, Health and Safety, Hygiene, Fire, Personnel.
- To act as the senior manager within the trading operations in regards to operational issues, staff disputes, discipline and motivation and well-being.

| Generic Responsibilities for all DBF employees | |
|---|--|
| 1 | To welcome visitors and/or receive incoming enquiries and telephone calls, dealing promptly and courteously with enquiries and ensuring high quality collegiality at all times |
| 2 | To ensure that all health and safety instructions are followed and that care is taken to ensure safety for self and colleagues, reporting concerns immediately |
| 3 | To ensure compliance with data protection requirements |
| 4 | To undertake other duties as may reasonably be expected |

Person Specification:

- Significant experience of general management and customer service delivery ideally in the hotel and catering industry at a senior level.
- Demonstrable knowledge, understanding and track record of sales and marketing and how to maximise business opportunities
- Fully conversant with financial management of a business including commenting on financial accounts, budgets and financial controls
- People focussed, evidence of development of team members
- Understanding of the environment in which the business operates
- Able to work productively and sensitively in a complex environment with multiple internal and external stakeholders
- Good understanding of marketing in a hospitality context
- Ability to increase level of business while maintaining strict cost controls
- Demonstrates empathy and understanding in the role
- Respects and has sympathy with the wider Diocesan ethos as a Christian organisation.
- Ability to arrange own transport for business needs.