



## Job Description

**Job Title:** Hospitality Operations Manager

**Salary:** From £30,000, dependant on experience

**Reporting to:** Owner and Founder

**Hours:** Tuesday to Saturday, 8.30am to 6pm

**Primary Location:** Honesberie, Priors Hardwick, Southam

### Main Purpose of the Role

We are looking for a proactive, customer-focused individual to take ownership of the day-to-day running of our clubhouse. This is a fast-paced, hands-on role, combining front-of-house service with responsibility for the smooth operation of the clubhouse, hospitality areas, and bookings. The successful candidate will thrive working under pressure and demonstrate flexibility to meet the demands of a busy hospitality environment.

### Key Responsibilities

#### Operations & Guest Experience

- Ensure the clubhouse is prepared for daily operations
- Welcoming customers, ensuring all check-in and shooting procedures are followed
- Deliver a high standard of customer service across front of house, restaurant, and bar
- Ensure the clubhouse and marquee is organised, clean and consistently presented to a high standard
- Provide food and beverage service, including working behind the bar and serving in the restaurant.
- Carry out routine housekeeping tasks associated with the restaurant and bar, including the setting up and cleaning of the coffee machine.

#### Bookings & Administration

- Manage all bookings and enquiries (telephone, online, and in person), including shooting lessons, experiences, group bookings, and restaurant reservations
- Handle customer transactions at point of service
- Maintain and coordinate the internal clubhouse calendar
- Coordinate freelance staff to ensure appropriate cover and operational support
- Assist in the preparation and smooth running of events alongside the Events and Sponsorship Manager.
- Confidently use Microsoft Business Central as the primary system and ensure it is used correctly and consistently across operations.



### **Commercial Focus**

- Drive sales of shooting lessons, experiences, and memberships
- Identify opportunities to upsell and enhance the customer experience

### **Health & Safety**

- Ensure compliance with all clubhouse health and safety procedures
- Carry out routine checks, including weekly fire alarm testing

### **Additional Requirements**

#### Essential

- Previous experience in hospitality or a customer-facing role
- Strong organisational and communication skills
- Collaborative team player with a positive attitude.
- Flexibility to work beyond standard hours when required
- Competency in Google Calendar, Outlook and Microsoft Office

#### Desirable

- An interest in shooting sports and familiarity of countryside activities.
- Experience of Microsoft Business Central
- Level 2 Food Hygiene