Liverpool Lighthouse Ltd

Well-Being & Hospitality Project

Job Description

**Job Title:** Well-being & Hospitality Manager

**Reports to:** Chief Operating Officer

**Liaises with:** Venue Manager, Programme stakeholders/SMT/Partners

**Location:** Liverpool Lighthouse & District

**Hours:** Minimum 32hrs/ week

**Salary:** £22,000-£25,000 (pro-rata)

**Job Summary:**

1. To manage health and wellbeing programmes for families and the over 60s, focusing on improving health, finances, employability skills and life skills
2. To coordinate the team that runs all food programmes including food bank, the café enterprise, generating sales, serving healthy meals, providing emergency food to the needy
3. Fully engage with various beneficiary groups in the community

Main duties:

* Manage both programmes efficiently, ensuring that monitoring and evaluation are completed, and delivery targets are met.
* Line manage all associated staff, volunteers, identifying where trainings are needed and supporting development of the team
* Work with HR towards recruiting facilitators as needed to support all programmes
* Prepare and coordinate activity timetables across all programmes
* Ensure beneficiaries are provided with the best service in all areas, working with staff to achieve desired outcomes
* Work with marketing team and senior management to ensure all programmes are well marketed and promoted to appropriate beneficiary groups
* Work with senior management to ensure that both projects are run within budget and where possible generating income to support sustainability
* Build and manage a team of volunteers to establish a viable café business
* Run the Food Bank outreach programme, minimising food and other waste
* Create a positive environment that is warm and welcoming, ensure high standards with equipment and furnishings
* Coordinate well-being programme activities- crafts, dance, cooking workshops, energy management etc
* Manage recruitment of all relevant beneficiary groups (over 60s, vulnerable families etc)
* Deliver staff training where appropriate
* Keep abreast of organisational policies and procedures and ensure they are followed

**Additional Duties:**

To be familiar with, uphold and work within organisational ethos, policies and procedures.

The ability to deliver or cover sessions would be an advantage.

**Person Specification**

**Essential**

* Experience and/or qualifications in working in the catering industry
* Experience and/or qualifications in community work
* Experience of working with disadvantaged/vulnerable group
* Experience of monitoring and evaluating progame with clear outcomes being successfully delivered.
* Very strong people’s skills
* Capacity to engage with people from various sectors, cultures and traditions
* Ability to work some evenings and weekends, as necessary
* Good financial and business approach/knowledge ???
* Self-motivated team player with high level of initiative
* Excellent networking and communications skills
* Good report-writing skills

**Desirable**

* Full UK Driving licence
* Good understanding of the structures and organisations in the City that deliver food programs
* Qualified in First Aid plus food hygiene

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