Llangasty Retreat House
Hospitality Manager - Job Description 2026

Position: Hospitality Manager

Salary: includes accommodation

Hours: 40 per week

Holidays: 26 days a year plus 8 Bank Holidays (if it is necessary to work on bank holidays then compensatory leave will be awarded)

Hours of Duty: 40 hours a week which must be worked in accordance with the needs of the Retreat House.

Responsible to: Retreat House Manager

Location: Llangasty Retreat House

Job Description: To be resident on-site in order to supervise the Retreat House site and staff, to assist in welcoming retreatants and visitors, to work as a cook and undertake kitchen/dining shifts as necessary, planning and preparing meals of a high standard from fresh ingredients for residential and day groups, to assist the Retreat House Manager with administration and to provide relief for other staff as necessary.

Responsibilities & Duties:

1. Supervision of staff

   a) Supervise all staff (apart from Retreat House Manager), and supervise training of staff
   b) Prepare staff rotas and inform staff of changes when appropriate
   c) Record and pass on relevant information to Manager re staff sickness, absence, concerns etc

2. Supervision and care of Retreat House Site

   a) Supervise repairs, routine maintenance and renovation when necessary
   b) Assist Retreat House Manager to ensure Retreat House is secure, well presented and prepared for retreatants/visitors
   c) Assist Retreat House Manager to ensure that the site conforms to all statutory regulations (notifying the Manager of any issues) and that Health-and-Safety procedures are followed

3. Kitchen/Dining Duties

b) Relief for staff absences or holidays when necessary

a) To cater for all retreatants, as required and liase with them as necessary, acting in a responsible manner at all times
b) To prepare and serve promptly all breakfasts, lunches and evening meals as required
c) To prepare special diet meals to precise instructions, alongside meals for the remainder of a group.
d) To ensure food is of a high standard and pay attention to portion control
e) To ensure all meals have been cooked by safe methods, including the monitoring of food core temperatures
f) To ensure the correct and economical use of materials and equipment and to ensure that wastage is kept to a minimum
g) To ensure all food is used within prescribed periods
h) To remove all jewellery and secure hair before commencing duties.
i) To ensure proper standard of cleanliness, both of yourself and other team members
j) To ensure all kitchen staff on duty are adhering to high standards of work
k) To motivate and monitor the work of the other kitchen staff on duty and to report to the Manager as appropriate
l) To report accidents /incidents involving retreatants or staff to the Manager and give verbal/written statements when requested
m) To maintain high standards of cleanliness in all areas
n) To ensure kitchen equipment, crockery and cutlery etc. is kept clean and ready for use. This will include dishwashing
o) To participate in cleaning all kitchen, dining and food storage areas
p) To ensure the kitchen and associated areas are cleaned after use and at the end of each shift, leaving the kitchen in a clean hygienic state
q) To initiate and supervise deep cleaning of kitchen, dining and food storage areas as necessary
r) To ensure the observance of working procedures and safety regulations and to remove from use and report to the Manager any item of equipment found to be faulty
s) To act with due care for the health and safety of him/herself, other employees, retreatants and the general public
t) To comply with Health and Safety Policies, Environmental Health and Food Safety Management guidance, including maintaining and updating relevant documentation
u) To notify the Manager of any Health & Safety issues with regard to the kitchen and other areas of the House
v) To work with the Cook in developing a varied, nutritionally balanced seasonal menu of a high standard and take an active role in regular menu planning
w) To work with the Cook in the ordering and maintenance of stock levels
x) To participate in the planning and organisation of any functions or activities that have been arranged

4. Assist in Welcoming retreatants and visitors

a) Greet retreatants and allocate rooms as necessary
b) Liaise with guests on departure and encourage future visits
c) Liaise with group leaders and retreatants as appropriate throughout their stay/visit to ensure all needs are met
d) Ensure all equipment and rooms are ready and in good order

5. Administration

a) Assist in office when required and as directed by Retreat House Manager: respond to queries, assist in production of marketing materials, passing on relevant information to Manager and leave paperwork/files in good order
b) Record relevant booking information and inform Manager as necessary
c) Assist in any other tasks as directed by the Retreat House Manager

6. Other Duties

a) Prepare the Chapel for services: ensure sacristy is well stocked with requisites and supervise care of altar linen
b) Relief for staff absences or holidays when necessary
c) Attend regular meetings with Retreat House Manager
d) Relief for staff absences or holidays when necessary
d) To work within the policies and procedures of Llangasty Retreat House.

The post holder may be required to perform duties appropriate to the post, other than those given in the job specification. The particular duties and responsibilities attached to the post may vary from time-to-time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and as a result of such variations it may be necessary to update this job specification from time-to-time.

Person Specification – Hospitality Manager

Essential

- Appropriate DBS checks
- Needs a suitable vehicle and current (clean) driving licence
- Must be willing to undertake training as required, to include Safeguarding
- Flexible in work patterns as the post requires some unsociable hours, including weekends and evenings.
- Permitted to work in the UK

Experience:

- Experience of supervising staff
- Of working to procedures and standards
- Wide-ranging experience of working in residential accommodation including preparation and cooking of meals, cleaning, maintenance issues

Skills:

- Excellent communication skills – dealing with people at all levels
- Excellent organisational and IT skills
- Ability to motivate, build teamwork and encourage good staff relationships
- Quick-thinking and initiative to resolve day-to-day issues
- Ability to adhere to targets and to follow procedures
- Ability to work under pressure whilst adapting to varying conditions in the workplace
- Gifts of hospitality (with an attention to detail) and focus on making guests feel “at home”
- High level of physical fitness to undertake kitchen/cleaning duties and use of heavy/large items of catering/cleaning equipment

Knowledge:

- Health & Safety in the workplace
- The upkeep and maintenance of residential accommodation
- Best practice in hotel and hospitality industry

Values, Motivation & Commitment:

- Sympathy with Christian ethos of a Retreat House or similar establishment
- Has understanding of and sensitive to diversity within the Anglican Communion and other denominations
- Commitment to Safeguarding and providing a safe environment
- Relishes being part of a small team committed to hospitality and care of guests
- Confident, outgoing, energetic and content to perform a wide variety of tasks, sometimes at short notice
- Comfortable working in a quiet environment in a rural location