



Job Title:	Assistant Operations Manager – Front of House
Salary:	£23,000 - £25,000
Job Type:	45 hours per week, working 5 days out of 7 including weekends
Location:	Llangollen, Wales.
Type of Company:	Exclusive Wedding Venue in North Wales

About us

Tyn Dwr Hall is an exclusive wedding venue located in the scenic town of Llangollen. We are privately owned - creating a caring dedicated 'work family' is key to our success, and we have been fortunate to have gained a national reputation as one of the leading Wedding destinations in the region.

We have an exciting opportunity for a passionate, enthusiastic Assistant Operations Manager to join our hard-working dynamic team. As an Assistant Operations Manager you will need to be a proactive and outgoing person with exceptional drive, enthusiastic personality and a strong background in hospitality

The Role:

- Ensuring that clear and direct communication is maintained through the Front of House and all other operational departments
- To oversee and develop the housekeeping team, working closely with the Head Housekeeper to ensure department is running efficiently
- Cash handling and operating till system
- Maintain food hygiene standards at all times
- Ensure all health and safety requirements and legislation is maintained.
- Working closely with the Operations Manager and ensuring clear and accurate communication between departments are undertaken on the handover and delivery of all weddings
- To supervise and manage the day-to-day operation ensuring that all service standards are met and maintained.
- Work with Management to assess and improve processes and policies
- Train and develop new employees
- Address staff complaints or performance issues
- Maintaining a consistent high level of service and customer care to all of our guests at all times including reviewing customer feedback.
- Covering for the Operations Manager in their absence and providing cover for department supervisors as required
- Working 48 hours per week 5 days out of 7, you will be required to have a flexible approach to working weekends and late evenings

The Person:

- Helpful and friendly manner
- Ability to cope well under pressure and work well as part of a team
- Superb attention to detail
- Enthusiastic and energetic
- Ability to prioritise work



- Excellent communication & organisation skills with a “can do” attitude
- Well presented, professional and articulate

In return:

- Private Health Care
- Free parking
- Staff incentives
- Staff days out/team building

To apply for this role, please submit a covering letter and CV to contact@tyndwrhall.co.uk