



Job Title	VIP Hospitality, Accommodation and Estates Team Leader
Job Level	4b
Location	Dufftown
Business Unit	BBU
Function	Marketing
Leader	Visitor Experience Leader
People Leadership	3 x housekeepers
Role Purpose To drive luxury Dufftown VIP and trade hosting, including: the management and strategic vision for accommodation and associated estates portfolio (VIP and CPact); end-to-end private and trade visitor hosting and hospitality; and leading the conceptual design and practical delivery of 'Dufftown Luxury hospitality' tailored to differing private guest and stakeholder expectations.	
Responsibilities Distillery accommodation <ul style="list-style-type: none"> • Management of VIP and CPact properties, including the creation of detailed property maintenance and continuous improvement plans, schedules and monitoring processes – for each property and an overall Dufftown property strategy. • Managing all health and safety requirements for properties, such as fire audits, health and safety audits, signage, staff training etc. • Responsible for managing accommodation and hospitality budget. • Monitoring reservations and costings, and maintaining overall control of yield management. • Creating and implementing a clearly defined 'vision' and standard of VIP hospitality at Dufftown to an industry-leading standard – centred on exceeding needs and expectations of a broad range of stakeholders and visitors. • Improving and overseeing processes especially in VIP accommodation, ensuring that all guests leave with a lasting positive impression of the company and the services provided. Trade and VIP Hospitality and Visits <ul style="list-style-type: none"> • Management of the full process from date request to invoice. • Maintaining relationships with key suppliers, internal business contacts and key customers. • Monitoring feedback and improving in line with customer requests. • Leadership of property maintenance and hospitality teams, including housekeeping and concierge. • Creation, leadership, training and development of a new 'stand-by' VIP hosting team, including chefs, concierge, housekeeping and maintenance. • Control of costs for the Robbie Dhu Centre and all trade and VIP visits, ensuring that all expenses are managed effectively and recharged through appropriate Charging Processes. • Management of reservations in this area through Guestline PMS system. • Monitoring and continual improvement of the Guestline database. • Working collaboratively across the DVC leadership team to identify communications, data use, commercial, training and marketing opportunities and improvements. Commercial and internal events <ul style="list-style-type: none"> • Leading and/or supporting Brand, WGS, Stand Fast and family events to ensure these run to a high standard. • Leading and/or supporting large scale events and following the Event Safety Policy and Procedure in close partnership with senior colleagues and DVC leadership team. • Demonstrate behaviours in line with our diversity and inclusion aim, which is to create and promote a diverse and inclusive culture at WG&S where ideas, differences and views are respected and where all employees are encouraged to create their own personal legacy • Ensure all communication both internal and external falls within brand guidelines where appropriate. Health and Safety <ul style="list-style-type: none"> • Undertake all H&S duties required of a Team Leader level working on a top tier COMAH site. • Attend various H&S meetings, take part in Housekeeping audits of other areas and participate in chairing the monthly H&S meeting with other VC team leaders. • Responsible for training of team members, ensuring that any one-on-one training is 	



conducted, and that team members and co-ordinator's take part in all necessary training organised by the Site Health and Safety advisor.

Created by:	Murray Hope
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