

ROLE PROFILE

Job Title	Luxury Services Delivery Manager
Business Unit	BBU
Function/Region	Global Marketing – Visitor Centre
Location	Dufftown
Leader	Head of Visitor Centre
People Leadership	Yes
Job Level	4A
Role Purpose Support the development of the Glenfiddich and Balvenie brands, whilst building the reputation and standing of the Company, by operating the Glenfiddich & Balvenie Visitor Centres to the highest standards. The role encompasses all visitor experiences on the Dufftown site including all Events and the Artist in Residence Programme.	
Accountabilities: <ul style="list-style-type: none"> • Ownership of the management accounts and daily Profit & Loss, driving high standards and maintaining cost control in the most efficient manner. • Responsible for the day to day operation of the luxury team, especially in relation to driving the luxury brand experience and supporting team members to achieve team, site and brand objectives. • Responsible for the high standards of service delivered to the customers for all trade and VIP visits by F&B employees. Ensuring the quality of services are in accordance with the company luxury standards. • Ensures that all the areas used for trade, VIP visits and VIP housing are well organised and have the tools to execute their duties as well as maintain their areas and equipment. • Ensures that the highest level of food hygiene is maintained throughout all food and beverage areas, delivering a luxury service and ensuring compliance with H&S legislation. • Oversees the overall operation of the stock held for trade and VIP visits are as per company policies, including but not limited to rotation, preparation, distribution and bookkeeping. • Plays a key role in the Visitor Centre leadership meetings. Contributing to driving the luxury brand experience through The Company values. • Leads, motivates and develops their team in line with the Company Values to maximise employee engagement. • 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 	
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