



Wilton Park

Candidate pack

Hospitality Manager

February 2024



Welcome to Wilton Park

Work that matters, a team that delivers.

About Wilton Park

Wilton Park is dedicated to solving the most complex global challenges. A home of strategic thought, respectful dialogue, and discreet diplomacy, it is the place people go when they need answers to difficult questions. It is where people turn when they need a space to resolve differences.

Wilton Park convenes world class dialogues and has a track record of impact stretching back over 75 years. Partners work with and return to Wilton Park because of its unique ability to generate new ideas, help them find practical solutions, and support them in building networks of influence.

Wilton Park brings together government, business, civil society, and the expert community in a secure environment where they can challenge, understand, and learn from each other. For government, Wilton Park helps to inject external thinking, build networks, promote agreement, and harness expertise that improves policy and provides strategic foresight. For businesses, it provides unique insights, a platform to engage with policy discussions and the opportunity to understand governments and make themselves better understood. For civil society groups, Wilton Park supports their representation and coordination so that they can maximize their impacts.

Wilton Park works across existing and emerging issues as diverse as the challenges confronting its partners, including on diplomacy and geopolitics, development and climate change, security, and global economy and trade. As an Executive Agency of the UK Foreign, Commonwealth & Development Office (FCDO), Wilton Park is proud to support UK foreign policy development. It directly supports UK diplomatic objectives and plays a vital role in strengthening cooperation, dialogue, and multilateralism.

Working with us

We bring people together from around the world to help them solve some of the most complex global challenges. Whether your job involves creating delicious meals or designing world class events, we're united in a belief that dialogue and expertise can make the world a better place.

We deliver excellence in all that we do. We're passionate, dedicated and take pride in our work. We deal with the world as it is, embracing change and navigating complexity. Working at Wilton Park is challenging but rewarding. We welcome thousands of guests through our doors each year and run over 70 events annually. It's tough but we're a team. We're resilient and we're determined, because what we do, matters. We're proud of the impact that we have and the legacy that we leave. In return, we offer comprehensive benefits for our brilliant colleagues.

Your most important work lies ahead

We need people from all sorts of backgrounds and with all kinds of skills to help us build a team that delivers. As an organisation that works to support UK foreign and development policy, we want to reflect the world that we work in. Rooted in our local community and connected to the world, we value diversity and difference.

If you believe in work that makes the world a better place, if you like being part of passionate and dedicated teams, if you want to come to work and be yourself, if you feel that your most important work lies ahead, then we want to hear from you.

Purpose of the post

The Hospitality Manager will oversee the day-to-day operations of Wiston House, providing leadership, strategic planning and delivery in support of Wilton Park's business objectives, and ensure a seamless and exceptional guest service and customer experience.

Key responsibilities

Operational Oversight

- Lead and oversee daily operations at Wiston House, ensuring efficiency, compliance with standards, and exceptional customer service
- Streamline processes to enhance productivity, minimise costs and maximise profitability

Team Leadership

- Build, mentor, and lead a high-performing operations team which includes conference and banqueting, housekeeping and chefs
- Foster a positive and collaborative work environment, promoting a culture of accountability and excellence

Quality Control

- Uphold and enforce quality standards in service, food preparation and overall guest experience
- Implement measures to continuously improve service quality and guest satisfaction

Financial Management

- Work closely with the finance team to manage budgets, control costs and optimise financial performance
- Analyze financial reports to make data-driven decisions and achieve financial targets

Supply Chain Management

- Oversee inventory management, procurement and vendor relationships
- Implement strategies to minimise wastage, control inventory costs and ensure timely supply chain operations

Compliance and Safety

- Ensure compliance with health and safety regulations, food safety standards and licensing requirements
- Implement and enforce operational policies and procedures

Civil Service Behaviours

Application form

Changing and Improving

Communicating and Influencing

Delivering at Pace

Interview

Seeing the Big Picture

Leadership

Managing a Quality Service

Person specification

Essential skills

- Proven experience in a senior operations role within the hospitality industry
- Strong leadership skills with the ability to build and motivate teams
- Exceptional organisational and problem-solving abilities
- Financial acumen with experience managing budgets and optimising costs
- In-depth knowledge of hospitality operations, supply chain management, and compliance
- Excellent communication and interpersonal skills
- Flexibility to work evenings, weekends, and bank holidays as needed
- Resilient, a can-do, flexible attitude, enjoy problem solving, enjoy a role that is dealing with people and working closely with a team, not afraid to make decisions and deliver messages

Desirable skills

- Microsoft O365 Suite, database management systems and online software tools where appropriate
- Bachelor's degree in Business Administration, Hospitality Management or a related field

Recruitment process

This vacancy uses the Success Profiles Framework and will assess your Behaviours and some of the key skills listed on the job description. Please see the 'Hints and Tips' that are provided for your information about how to prepare Behaviour examples at the Application and Interview stage.

Application stage

You will be required to complete the following:

- Application form which includes a personal statement section. Your Personal Statement should explain your suitability for the role in up to 1,250 words, with particular reference to the essential skills criteria in the Job Profile. A recommended layout for this would be 250 words explaining your motivation for applying and 1000 words outlining how you meet the assessment criteria, with specific examples.
- CV to assess your skills and experience.

The Behaviours you will be assessed on at the application stage are as follows:

- Changing and Improving
- Communicating and Influencing
- Delivering at Pace

IMPORTANT: If you are applying under the Disability Confident Scheme and require Reasonable Adjustments in order to complete your application, please ensure we are aware of this on the date of application and certainly by the closing date.

Assessment

A panel will conduct an initial sift of applications. If a large number of applications are received the panel may decide to do an initial sift based on the first competency or behaviour. Those that pass the initial sift will then be considered against the remaining criteria.

Interview stage

The Behaviours you will be assessed on during the interview are as follows:

- Seeing the Big Picture
- Leadership
- Managing a Quality Service

You will then be asked questions at interview based on some of the key skills listed on the job description. Please see the timetable below for indicative dates.

Closing date for completed applications	1600, Monday 11 March 2024
Email to send application form	recruitment@wiltonpark.org.uk
Panel interview dates	w/c 18 March 2024

If you are successful at the application stage, you will be invited to attend a panel interview at Wilton Park in Sussex or a virtual meeting on MS Teams. If you are interviewed for the post, you will be asked to provide proof of identity.

There may be other opportunities in the future. Candidates who meet the required level at interview, may be kept on a reserve list for 12 months. Should this, or another substantially similar role arise within this period, we may fill it with a reserve candidate from this campaign.

Please note that Wilton Park will not reimburse any travel costs or expenses incurred as part of the selection process.

Current Wilton Park staff members are advised that this is an external campaign and, as such, will be required to go through the same process as all other candidates.

If you have any questions or wish to discuss the role or the process further please email humanresources@wiltonpark.org.uk quoting the vacancy name in the subject line of all correspondence.

Feedback will only be provided if you attend an interview or assessment.

Terms and conditions

Salary

The total package for this role at G7 is £53,000.

Existing Civil Service

For existing Civil Servants, the usual Wilton Park rules on starting pay on level transfer will apply. Your current salary excluding any allowances, will be transferred to Wilton Park payroll, subject to the Wilton Park grade maximum. For those being promoted, you will receive a 10% increase on your current salary or the higher grade minimum, whichever is the greater.

Terms of appointment

This is a fixed term appointment for 2 years.

The probation period for this role will be 6 months. Provided the period of probation is completed successfully, the appointment will be confirmed. However, if the standard required for confirmation of appointment is not met, the appointment may be terminated.

Former members of the Home Service/Diplomatic Service who are re-employed as substantive civil servants after a period of five years or more will be required to serve another period of probation. You will also be required to serve a period of probation if you are re-employed at a band higher than that at which you left Wilton Park.

Hours

The vacancy is full time working for 37 hours (net) 42 hours per week with a combination of early, late and day working 5 out of 7 days and will include weekends and occasional bank holidays.

Pension

If you are transferring from another employer who offers the Civil Service pension arrangements, you will continue to be covered by those arrangements for the duration of this appointment.

Appointees may choose to join the alpha or partnership schemes offered by the Civil Service Pension Scheme:

If you join alpha, an occupational pension scheme which provides a defined benefit worked out on a Career Average basis, details of the contributions you will pay are shown below. Employer pension contributions cover the rest of the cost of the scheme.

alpha contribution rates from 1 April 2023

Employee contributions		Employer contributions	
Annualised rate of pensionable earnings	Contribution rate 2023-24	Annualised rate of pensionable earnings	Contribution rate 2023-24
Up to £32,000 pa	4.6%	£23,000 and under	26.6%
£32,001 – £56,000	5.45%	£23,001 to £45,500	27.1%
£56,001 – £150,000	7.35%	£45,501 to £77,000	27.9%
£150,001 and above	8.05%	£77,001 and over	30.3%

Partnership is a stakeholder pension. Members do not have to make contributions. We pay a contribution, as employers, related to a member's age. If a member does make a contribution, we make an additional contribution to match it (up to a ceiling of 3% of annual earnings).

Further details of pension options will be provided on appointment. Appointees who are already members of the Civil Service Pension Scheme may have the option to remain within their existing scheme. For further information please see [Civil Service Pensions](#).

Leave

The paid leave allowance for this post will be pro-rated against an annual allowance of 25 days (5 weeks), rising by one day a year to a maximum of 30 days leave after 5 years of service. You will also receive 8 days public and privilege holidays per year (pro-rated). The leave year runs from 1 January to 31 December.

Location

Steyping, West Sussex.

Nationality and Residency

You will be eligible for appointment only if:

1. you are a British citizen
or
2. have settled status and the right to work in the UK. Proof of this will be requested and can be a UK Passport, Residence Permit or settled status documentation

You should be aware that a lack of sufficient background information may preclude you from being granted security clearance.

Security

Successful candidates must meet the security requirements before they can be appointed. The level of security needed is SC.

See our [vetting charter](#).

People working with government assets must complete [basic personnel security standard checks](#).

All applicants should be aware that a lack of sufficient background information might preclude an applicant from being granted security clearance.

To be eligible for security clearance, staff are required to have a UK footprint of 5 out of 10 years (including time as a Crown Servant overseas) for DV clearance and a UK footprint of 2 in the last 5 years (including as a Crown Servant overseas) for SC clearance. This is a mandatory requirement of National Security Vetting (NSV).

Any offer of employment will also be subject to clearance by our Occupational Health Service.

Cabinet Office Internal Fraud Database (IFD) Check

From 29 January 2018, Wilton Park started providing the Cabinet Office with information about employees who have been dismissed for fraud or dishonesty offences. This information is the individual's name, date of birth, national insurance number and a general description of the relevant misconduct. This also applies to employees who resign or otherwise leave but who, because of an adverse decision by the investigation panel, or decision maker, would have been dismissed for fraud or dishonesty had they continued in employment.

The Cabinet Office input this information onto a database – the Internal Fraud Database (IFD) – and retain it for a period of five years from the date of dismissal (or the date employment ended). It shares with Wilton Park the name, date of birth and national insurance numbers of the staff included on the IFD. Where an applicant to a department is successful in interview, Wilton Park will, as part of its pre-employment screening, check applicant details against the information received from the Cabinet Office. Any applicant who is included in the IFD will be refused employment.

Conflict of Interest

If you or your spouse/partner has any business interest or conflict of interest with the activities of Wilton Park, you will be expected to declare this at a later stage. You will also be asked to inform us of any indirect conflict in interest you may have through any other family member or partnerships.

Confidentiality

You will be subject to the provisions of the [Official Secrets Act](#).

Disability Confident Scheme for Disabled Persons

Wilton Park is an accredited 'Disability Confident Employer' under the government's Disability Confident Scheme, which denotes organisations that have a positive commitment towards disabled people. We guarantee to interview anyone with a disability whose application meets the minimum criteria for the role, as outlined in the Person Specification in this pack. By 'minimum criteria', we mean you must provide us with evidence in your application form which demonstrates that you generally meet the required level in each behaviour, as well as meeting any of the qualifications, skills, or experience defined as essential.

If you wish to claim a guaranteed interview under the Disability Confident commitment, you should attach a statement to this effect to your application. It is not necessary to state the nature of your disability.

Wilton Park and General Data Protection Regulation (GDPR)

Personal data collected as part of this job application will be processed in accordance with Wilton Park's [Recruitment Privacy Policy](#). The Privacy Policy explains what personal data Wilton Park holds about you, how we collect it, and how we will use and may share information about you.

Civil Service Commission Recruitment Principles

Wilton Park's recruitment processes are underpinned by the principle of selection for appointment on merit, on the basis of fair and open competition, as outlined in the [Civil Service Commission Recruitment Principles](#).

If you feel your application has not been treated in accordance with the Recruitment Principles and you wish to make a complaint, you should, in the first instance, contact csc.recruitment@fcdo.gov.uk. If you are not satisfied with the response you receive from Wilton Park, you can contact the Office of the Civil Service Commissioners at info@csc.gov.uk.

The Civil Service Code

Information about Civil Service values can be found in the [Civil Service Code](#).

Benefits

Special Paid Leave

This may be granted when getting married, for paternity, or for compassionate reasons and, in some circumstances, for study and exams.

Career Breaks and Special Unpaid Leave

Subject to operational requirements, these may be granted for a variety of circumstances such as voluntary work, study, nursing a relative etc.

Time off in Lieu (TOIL) and Official Travel Time

These can be taken if you work in excess of your conditioned hours, with prior agreement of your Line Manager.

Learning and Development

Wilton Park is an organisation that recognises that workplace learning is vital to success and needs to be accessible to all. We strive to create the right environment to empower staff to take responsibility for their own learning and developing both personally and professionally. You will have access to formal and informal learning opportunities to help you develop the right skills, competences and knowledge at the right time.

The Diplomatic Academy provides a first class learning facility, ensuring that all staff have the knowledge and expertise needed to represent the UK and pursue the national interest.

Free annual eye test

These are available up to £25. There may also be a contribution of up to £100 for frames/prescriptions.

Flexible Benefits

Staff discounts and savings (including cash back options) are available at a number of retailers.

Give as You Earn

You can make a donation to charities that are tax/NI free through Payroll. This is particularly attractive to higher tax earners as this cannot be done through direct donations.

Employee Assistance Programme

This provides a 24/7 confidential counselling service on such matters as financial problems, childcare, social security benefits, elder residential care etc.

Pre-Retirement Help

Officers considering retirement have access to a one-day workshop and online support offered through Civil Service Learning, to help consider the financial and life changing aspects of this important event. If pre-retirement is connected with an early exit scheme, access is also given to commercially provided outplacement support.

Interest Free Loans

These can be for a season travel ticket, station car parking or bicycle purchase to travel to work.

Cycle to Work

A salary sacrifice scheme whereby employers provide cycles and safety equipment to employees as a tax and National Insurance free benefit. The maximum value is £1,000.

Flexible working

Wilton Park encourages all forms of flexible working. Some roles are open to applications for flexible working. Staff can apply for flexible working arrangements, where the role dictates, details of the flexible working policy are available on request.

Hiring managers should be available to discuss proposed working patterns with potential candidates.

Car parking

There is free car parking at Wiston House, the home of Wilton Park.