



Job title	Senior Administrator - Hospitality
Organisation Profile	NOW Group is an award-winning social enterprise operating across Belfast and Dublin. We are committed to working with individuals and businesses to unlock potential and create meaningful, lasting change across the island of Ireland. If you're in Dublin or Belfast, be sure to check out Loaf Catering and our cafes. We not only serve delicious food and good coffee but also offer outside catering for events, offices, and parties. At Loaf Pottery we offer pottery classes year-round, along with delightful wood fired pizza and beverages. It's a great place for private events, and we can bring pottery painting to your workplace for team building activities. Plus, we provide corporate gifting options for businesses and their clients.
Candidate Brief	We have an exciting opportunity for a highly organised and detail orientated person to join the Loaf team. As Senior Administrator you be hands on and will play a crucial role to ensure the smooth and efficient operation of our cafes and corporate catering from customer booking to invoicing stage. The successful candidate will have excellent communication skills, the ability to multi-task and a good eye for detail.
Location	Loaf Café, Bedford Street
Reports to	Regional Manager
Hours	20-30 per week
Salary scale	£13 per hour
Benefits	25 days annual leave plus 12 statutory days Health Cash Plan (on successful completion of probationary period) Access to confidential Staff Counselling & Financial Advisory Services Stakeholder Pension Scheme (5% employer contribution) Bike 2 Work Scheme Holiday purchase scheme Flexible working & Wellbeing initiatives



Main Responsibilities

1. Provide a range of administrative services across Loaf Cafes and corporate catering.
2. Work closely with the Regional Manager to ensure effective provision of food and beverage across all catering areas and travel to all locations training key personnel on administration procedures.
3. Lead on the procurement process including collating supplier stats and price negotiations in conjunction with Head of Operational Delivery and Development Chef.
4. Ensure adherence to internal processes for procurement.
5. Produce analytical reports and forecast outcomes that drive effectiveness to deliver a commercial return and confident to present at meetings.
6. Work in partnership with the finance department to manage invoices within the purchase ledger.
7. Collation of payroll information for all sites ensuring that all variances are actioned.
8. Implement efficient processes for managing internal and external hospitality and catering requests.
9. Support the EPOS (Electric Point of Sale) and booking systems throughout the business and provide staff training as required.
10. Maintain professional standards in relationships with confidence to deal with challenges.
11. Able to adapt to new business opening and work to deliver mobilisations throughout Ireland.
12. Undertake other relevant administrative duties.

Personnel Specification – Skills & Experience

1. Full driving licence and access to a car.
2. NVQ in Business Administration and/or minimum of 2 years of experience in a similar role within the hospitality industry.
3. Excellent organisational and time management skills, with the ability to prioritize tasks effectively.
4. Strong written and verbal communication skills.
5. Proficient in Microsoft Office Suite.
6. High level of attention to detail and accuracy.
7. Ability to work independently and as part of a team.
8. Strong problem-solving skills and ability to adapt to changing priorities.
9. Experience of using a finance (Sage) system is desirable.

Access NI

NOW Group adhere to the AccessNI Code of Practice and it is our policy to obtain an Enhanced Disclosure for employees who will be working within our service delivery teams. This check will be completed before employment commences and only if successful at interview. For further information please refer to the Access NI Code of Practice at [AccessNI Code of Practice \(nidirect.gov.uk\)](https://nidirect.gov.uk)

A copy of our policy on the secure handling, use, storage and retention of information is available on request.

In line with the Rehabilitation of Offenders (Exceptions)(NI) Order 1979 (as amended in 2014), NOW Group's will only ask about convictions which are defined as "not protected" for the purposes of obtaining a Standard or Enhanced disclosure. Please note that a criminal record will not necessarily be a bar to obtaining a position. A copy of our policy on the Recruitment of Ex-Offenders is available on request.



Values & Behaviours



All employees in NOW Group are required to subscribe to the values of the organisation and demonstrate these values through agreed behaviours in their day to day work and their relationships with participants, stakeholders and colleagues. Candidates will be expected to demonstrate relevant values and behaviours as part of the interview process.