

Deputy General Manager

Institute of Continuing Education

Closing Date: 25 May 2025
Job Reference: EA45957



Deputy General Manager

Salary:

£41,671 - £55,755

Contract:

Permanent

Location:

Madingley Hall

Department:

Institute of Continuing Education

Responsible to:

General Manager

Working pattern:

Full-time.

The role will include ad-hoc evening, and weekends cover along with the inclusion of Duty Management shifts.

Role Overview

The role holder will manage the day-to-day operation of Madingley Hall and its 'hotel' services. They will ensure that all clients are met with the highest standards of service and product within the budgets provided.

The Deputy General Manager role will be responsible for all operational matters, anticipating and resolving issues in co-operation with colleagues relating to Hall Operations. They will take on management responsibility including participating in recruitment (with support from internal HR department), training, staffing and organisational decisions, purchasing, financial control and budgeting, and compliance with Departmental and University policies and with all legal requirements.

The role-holder will ensure that budgets are effectively monitored, reporting potential issues to the General Manager and pro-actively minimising the adverse effects of unexpected issues or incidents.

Role Purpose

The role holder will be responsible for the delivery of quality hospitality services across Madingley Hall. Ensuring the customers' needs are met and requirements delivered as requested.

The role-holder will be responsible in all staff-related activity, including scheduling, recruitment and induction of new staff, probation, appraisals, training and development. They will be directly responsible for line-management of the Head Chef, Food and Beverage Manager, Guest Service Manager, Housekeeper Manager and supervise six supervisors from 4 departments, conference administrator and several zero hours staff from the hall operations department and drivers and will perform all line-management duties for these roles, including appraisal and disciplinary matters.

The role-holder is expected to communicate current best-practice standards to all operational staff, ensuring that customer service delivery standards are kept high and that this is reinforced in all activities. They will at times be required to deal with the public and will be expected to maintain a professional and approachable demeanour in all circumstances.

Main Duties***Operational management***

- Manages the day-to-day operation and delivery of Hospitality Services across the Institute Estate, mainly at Madingley Hall.
- This would include Duty Management cover, Housekeeping, Reception, Drivers and Portering, and Food and Beverage Service which include:
- To ensure there is sufficient operational cover in all departments at all times to suit the needs of the business and within agreed budgets.
- To ensure that each department operates within agreed financial targets.
- To ensure all departments have a workable and up to date operations manual and this is being followed by all team members.
- Resolving problems and disputes.
- Oversee the contract for Night Security/Porter provision.



Deputy General Manager

Main Duties continued...

Personnel

- Manages four individual departments, comprising 26 fixed-hours staff and 10 occasional staff (0 hours/agency staff).
- Supports the recruitment of all categories of staff within this area (with support from internal HR Department), provides induction training, development training, appraisal and first line discipline.
- Records holiday and sickness with the support from internal HR department.
- Formulates and monitors work methods and timings developing revisions as needed to improve methods and systems.
- Resolves personnel difficulties with staff, referring individuals to senior management as necessary.
- Leads the teams, providing management and guidance in order to motivate individuals and groups.
- Ensures that department managers/supervisors are conducting regular performance appraisals and drawing up appropriate action and developmental training plans for their team members.
- To ensure that team members are totally conversant with and implementing all University, ICE and Maddingley Hall policies and procedures.
- To ensure that the University and Institute training objectives are achieved.

Financial

- To review and analyse monthly financial results, highlight problem areas and take appropriate action to rectify poor performance.
- Responsible for security of cash, stock and equipment within areas of responsibility, including bar stock and cash.
- To work closely with the General Manager and Conference and Sales Manager on income targets and product development.
- Supports the General Manager in ensuring compliance with relevant legislation including Health & Safety by managing assessments, inspections and training.
- Ensuring that all operational departments are operating within current legislation and that all staff have the correct legal knowledge commensurate with their role.
- To ensure that complaints or problems are actioned without delay and that effective follow-up action takes place to avoid a recurrence.
- To be aware of current trends in the industry and make suggestions how these could be implemented for the benefit of the business.

Duty Management

- Ensures the provision of appropriate Duty Management cover, formulating standard operating procedures
- Where required to provide cover, act as Duty Manager:
 - Coordinates the work and activities of all Departments whilst on duty
 - Provides liaison with course organisers and individuals organising services as required, including initial welcome to the venue and confirmation of the day's event
 - Provides operational assistance, as necessary, to maintain standards of customer service
 - Attends any customer difficulty, grievance or complaint whilst on duty
 - Deals with any emergency situation e.g. fire, service breakdown, theft etc.
 - Handles cash and card receipts from tills at the end of shifts and ensures these are securely delivered to Finance staff in a timely manner.

Deputy General Manager

Main Duties continued...

Duty Management (continued)

- Provides safety and security monitoring whilst on duty, including observing CCTV, reacting to alarms, observing movement around the site via an access control system. Takes action in the event of security incidents, contacting University Security and Police as appropriate.

Strategic management/long term planning

- The deputy general manager has responsibility for the Hall's performance and culture – setting and upholding standards of behaviour, attitudes, and service delivery for Hall staff, and working towards the values of the Institute in all activity.
- The DGM will advise the General Manager on the potential issues surrounding operational and strategic changes and directions for the Hall, will implement plans as agreed, and will further report on the outcomes and make further recommendations as needed.
- The Deputy General Manager will manage directly the following areas: food and beverage, Kitchen, Housekeeping and Front of House (Portering, Reception, Maintenance),
- The Deputy General Manager will occasionally assist with any issues surrounding the following departments: Gardens, Sales and Conferencing, Finance (Hall) and HR (Hall) with the assistance of 2 departmental managers.
- The role-holder is a key part of the management team and as such is critical to the success of core operations of the Institute's activity.
 - ◆ Support of the General Manager and occasionally the Director of ICE in any major estate development projects including planning, budgeting, liaison with Estates Management and Planning and Resources, project management, oversight of contractors, contingency planning, provision of temporary replacement services and snagging.
 - ◆ Identifies strategic issues and opportunities to improve the efficiency of resources and financial position of the Hall operations thereby developing and delivering strategic workforce and resource planning and discuss this with the General Manager
 - ◆ After discussing it with the General Manager, the role holder will set the financial framework for the ongoing financial viability of the Hall operations and informs possible future plans, business cases, etc.

Person specification

	Essential	Desirable
Experience		
Extensive and recently relevant experience in a supervisor/management position in a similar hospitality/hotel/conference centre environment.	✓	
Customer-facing experience in a service industry.	✓	
Experience within a busy staff environment including handling shift patterns, and effectively dealing with resulting HR requirements.	✓	
Purchasing and procurement in hospitality environment.		✓
Skills		
Understanding of hospitality industry including food and beverage service, reception, housekeeping, events, and duty management.	✓	
Awareness of current marketing and strategy trends in hospitality or leisure retail industry.		✓
Demonstrable competence in use of standard computer software including MS Office and other hotel/bespoke software package.		✓
High standards of customer service	✓	
Good numeracy/budgetary skills	✓	
Good analytical and problem-solving skills	✓	
Demonstrable knowledge of Health and Safety requirements, including hygiene and food preparation standards	✓	
Demonstrable ability to lead and work as part of a diverse team	✓	
High standards of service and leadership	✓	
Effective communication (oral and written) skills	✓	
Excellent organisational skills, being able to prioritise own work and that of others in the team	✓	
Qualifications		
Diploma, degree or other professional qualification in hospitality or related field		✓
BIIAB personal licence or the ability to qualify for one		✓
NEBOSH - Desirable		✓
First Aid at Work (or willing to train)		✓
Additional Requirements		
Ability to work under pressure and to tight deadlines	✓	
Ability to handle difficult situations calmly and effectively	✓	
Accepting of shift and weekend working as a regular pattern	✓	

Terms of appointment

Tenure and probation

Appointment will be made on a permanent basis.

Appointments will be subject to satisfactory completion of a probationary period which will be set dependant on the length of tenure.

Hours of Work and Working Pattern

The hours of work for the position are full-time hours working Monday – Friday.

We welcome applications from individuals who wish to be considered for part-time working or other flexible working arrangements.

Pension

You will automatically be enrolled to become a member of USS (Universities Superannuation Scheme) – a defined benefits pension scheme. For further information please visit:

www.pensions.admin.cam.ac.uk

Annual leave

Full time employees are entitled to annual paid leave of 41 days inclusive of public holidays. For new part-time employees, annual leave will be pro rata'd based on days worked.

General information

Pre-employment checks

Right to work in the UK

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

Health declaration

Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

Qualifications

The person specification for this position lists qualifications that are essential and/or desirable. Please note that if you are offered the post you will be asked to provide your relevant original certificates of these qualifications.

References - offers of appointment will be subject to the receipt of satisfactory references.

Information if you have a disability

The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if

successful, to assist them during their employment. Information for disabled applicants is available at <http://www.admin.cam.ac.uk/offices/hr/staff/disabled/>

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact, the Department Administrator, who is responsible for recruitment to this position.

The Institute of Continuing Education



The University of Cambridge Institute of Continuing Education (ICE) acts to support the specific learning and pastoral needs of part-time students at the University of Cambridge. Through collaborative partnerships across the Collegiate University, ICE develops and delivers high-quality, differentiated, academic courses for professional development and personal enrichment to a diverse range of adult learners.

ICE is closely integrated with the University's mission to support learning throughout life, innovations in teaching and learning, interactions with business and industry, community engagement and international outreach.

ICE consists of c.125FTE academics, administrators and the Hall team. ICE's teaching is further supported by c. 400 part-time tutors and examiners. ICE currently offer around 300 courses a year which include day schools, residential weekend courses, fully online courses, summer programmes primarily for international students, bespoke courses, award bearing sub-degree courses and part-time matriculated Master's degree courses.

ICE's courses span a range of fields, with students studying for professional development or personal enrichment. At present, there are c. 7,500 course enrolments each academic year and our new strategy incorporates ambitious plans to grow to around 10,000 enrolments per annum by 2025.

Our headquarters are situated at Maddingley Hall (a residential Grade I listed building), which provides facilities for conferences and events, and a full hotel service. Maddingley Hall has 13 meeting rooms, 62 ensuite bedrooms, a bar and lounge, set in 8 acres of grounds (including Capability Brown designed gardens). The Hall is located approximately four miles west of Cambridge.

The Institute's annual turnover is approximately £8 million with reserves of £6 million.

The Institute of Continuing Education is a non-school institution governed by the General Board.

The University

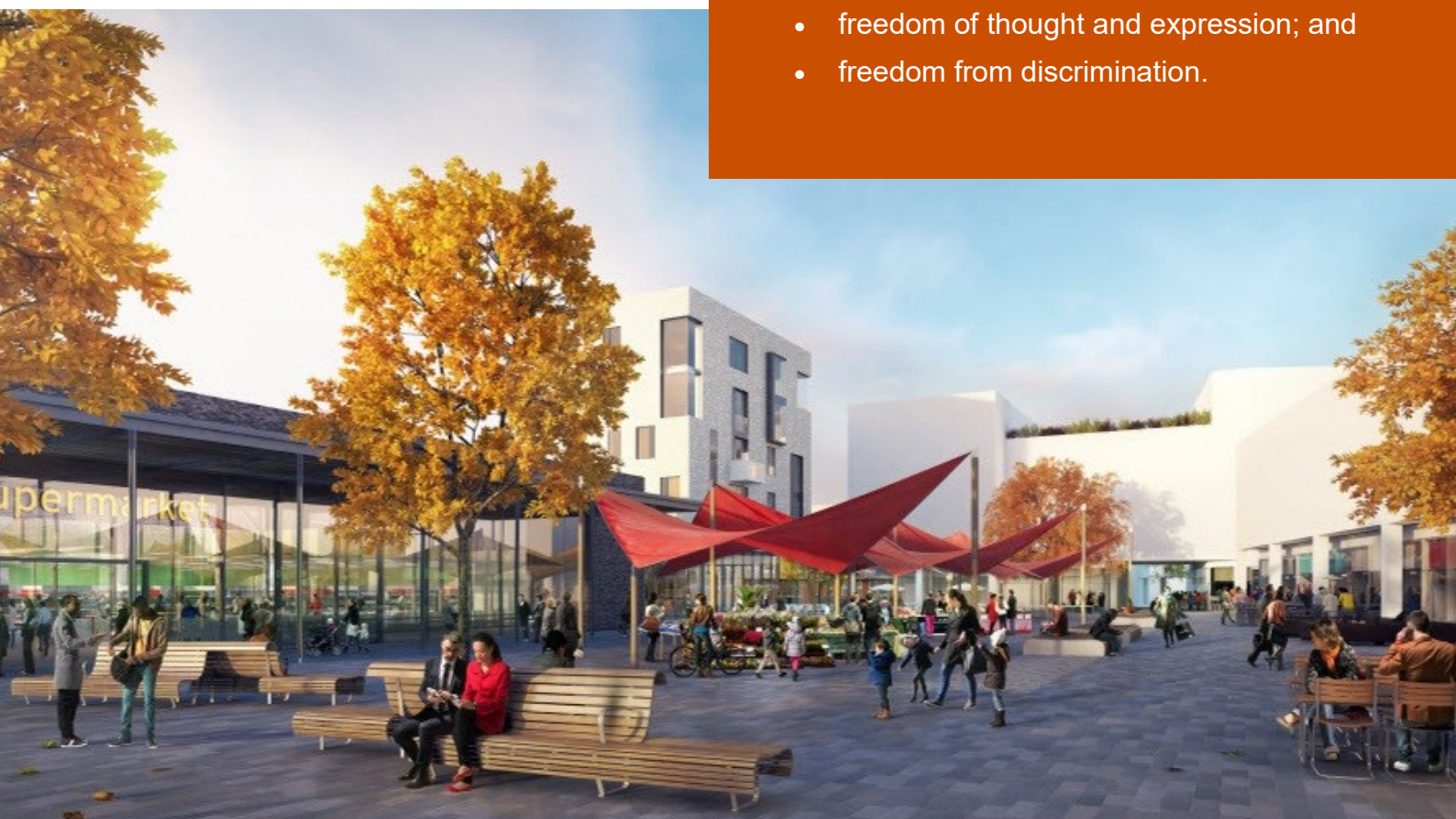
The University of Cambridge is one of the world's oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.

Our sustained pursuit of academic excellence is built on a long history of world-leading teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world's leading universities in an increasingly competitive global higher education sector. Today the University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people.

Our capital investment projects include academic and commercial growth at both the West Cambridge Innovation District, and the Biomedical Campus in the south of the city. Eddington, in North West Cambridge, is a mixed-use development including key worker housing for staff, a community centre and a new primary school, managed by the University. Through these projects, the University is deeply embedded in, and committed to serving, our local community. These are all conspicuous signs of a University that is not only adapting to new needs, but also anticipating the future.

Our mission is to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence. Our core values are:

- freedom of thought and expression; and
- freedom from discrimination.



About us

The University is one of the world's leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country's highest concentrations of internationally important collections.

The University has an annual income of £2 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £500 million per annum and continues to grow.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support. The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit undergraduate students, provide student accommodation and pastoral support and deliver small group teaching for undergraduates.

The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany's Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University's make-up.

“Cambridge graduates and researchers have made – and continue to make – a colossal contribution to human knowledge and the understanding of the world around us. Their work touches on the lives and livelihoods of everyone from patients diagnosed with life-threatening diseases, to residents of areas critically affected by climate change, to children growing up in conflict zones. It has a lasting impact on our society, our economy and our culture: the world is truly a better place thanks to their efforts.”

Stephen Toope, Vice Chancellor 2019



Working at the University

Working at Cambridge you will join a diverse, talented and innovative community, with more than 23,000 students and over 16,000 staff from all walks of life and corners of the world.

The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels.

We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment.

The University's estate is undergoing the most significant transformation in its history. Cambridge has been able to create a new science and technology campus to the west of the city centre, and is now expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.



Equality & diversity

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. We have an Equal Opportunities Policy, along with a range of diversity groups, including the Women's Staff Network, Race Equality Network and LGBT+ Staff Network. More details are available here: <http://www.equality.admin.cam.ac.uk/>

The University has a bronze Race Equality Charter award, with a framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University's silver Athena swan award recognises and celebrates good practice in recruiting, retaining and promoting gender equality.

Living in Cambridge

Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.

You can find a wide-range of high street shops and 3 shopping centres, with independent alternatives at the historic market and nestled within the passageways in the city centre. You will find a cinema, bowling alley, a nightclub and various live performances at the Cambridge Leisure Park, with further entertainment options at the Corn Exchange, Arts Theatre and the ADC Theatre. Further information can be found on the [Visit Cambridge](#) website.

If you prefer the faster pace of life, London is a 45 minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away. The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes. Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.

Relocation Support

The University recognises the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to take up a post at the University of Cambridge, liaising with other University offices and selected partners to ensure comprehensive relocation support is available. This includes: accommodation, childcare, schools, banking, immigration and transport. If you would like further information, please visit <https://www.accommodation.cam.ac.uk/RelocationService/>. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to qualifying new members of staff with the costs of relocating to Cambridge. For staff who require a Skilled Worker Visa, Global Talent Visa or Settlement (known as indefinite leave to remain) to take up employment with the University, we offer an interest free [visa loan scheme](#) for current and prospective staff (and their dependants), to help meeting the cost of obtaining a visa.

Accommodation Service

The University Accommodation Service helps staff, students and visiting scholars who are affiliated to the University in their search for suitable accommodation in Cambridge. The dedicated accommodation team can provide access to a wide range of University-owned furnished and unfurnished properties, and has a database of private sector accommodation available for short and long-term lets. For further information and to register with this free service please visit <https://www.accommodation.cam.ac.uk/>



What Cambridge can offer

We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work.

The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a [career break scheme](#) for academic and academic-related staff, with additional flexible working policies for all other staff.

Pay and benefits

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings.



CAMbens employee benefits

The University offers employees a wide range of competitive benefits, known as CAMbens. CAMbens offers something for everyone across a range of categories, including:

- Financial Benefits, including shopping discounts (both local and national) and a Payroll Giving scheme;
- Relocation and Accommodation Benefits, including relocation assistance and interest-free Rental Deposit Loans;
- Travel Benefits, including Cycle to Work, discounts on train season tickets and interest-free Travel to Work loans;
- Family Friendly and Lifestyle Benefits, including support with childcare and family friendly policies;
- Health and Wellbeing Benefits, including a University Staff Counselling Service, discounts at the University Sports Centre, and other local gyms, and healthcare schemes.



What Cambridge can offer

Family-friendly policies

The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees' work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay, and paid emergency leave for parents and carers.

Other family-friendly support includes:

Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high quality holiday Playscheme may be available to help support University employees with caring responsibilities (subject to demand and qualifying criteria). Further childcare information can be found here: <https://www.childcare.admin.cam.ac.uk/>

The Newcomers and Visiting Scholars Group is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people. The Postdoc Academy supports the postdoctoral community within Cambridge. Further details are available here: <https://www.postdocacademy.cam.ac.uk/>

Your wellbeing

The University's Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. The University delivers The Festival of Wellbeing annually, which is a programme of stimulating talks and activities, which aim to promote wellbeing and good mental and physical health. The University also hosts the [Cambridge Festival](#), which is a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.

Development opportunities

We support new employees to settle in through various activities as well as supporting their professional and career development on an ongoing basis. Our Personal and Professional Development (PPD) team provide development opportunities for all University employees, including face-to-face sessions, online learning modules and webinars. All employees also have unlimited access to LinkedIn Learning to support their development. Both new and existing employees can undertake funded Apprenticeships, which lead to a range of vocational and professional qualifications. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. A range of University training providers also offer specialist learning and development in their own areas e.g. teaching and learning, digital literacy, finance, health and wellbeing, safety.



How to apply

Applications should be submitted online via the University of Cambridge jobs page www.jobs.cam.ac.uk by clicking “Apply online” in the job advert. You will need an email address to register for our online system.

Conversations about flexible working are encouraged at the University of Cambridge. Please feel free to discuss flexibility prior to applying (using the contact information below) or at interview if your application is successful.

Informal enquiries are welcomed and should be directed to:

David Toulson-Burke, General Manager

Email: David.toulson-burke@ice.cam.ac.uk

If you have any queries regarding the application process please contact **HR@ice.cam.ac.uk**.

The closing date for applications is: **25 May 2025**

The interview date for the role is: soon after the advert closes.



UNIVERSITY OF
CAMBRIDGE