

JOB SPECIFICATION

Bookings Agent

ROCKWATER

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DETAILED BACKGROUND INFORMATION AS WELL AS INFORMATION ON THE ROLE, TARGETS AND SELECTION PROCESS IN RELATION TO THE POSITION OF

Rockwater is your beautiful beachside destination – providing something for everyone from morning coffee on the deck to cocktails on the Roof Terrace and everything in between. A place to work from, meet friends, enjoy live performances by up-and-coming singers/ songwriters and international recording artists and watch films on the Roof Terrace. Join us for festivals on the lawns, SUP sessions, health & wellness classes, talks, comedy, culture, community, and connection.

Founded by Luke Davis in 2020, the Hove promenade has swiftly become the place on everyone's lips. Reopening soon to create great memories together on the Sussex coast.

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FOR ROCKWATER, HOVE

Role:

Bookings Agent

Report to:

Bookings Manager

Start date:

ASAP

Location:

Rockwater Hove

Where it all started

Luke Davis, Founder of Rockwater, lived in Brighton in his early 20s and loved it, before the bright lights of London beckoned and he left for a job in the City. His heart however remained in Brighton & Hove, knowing at some point he would return and settle here. In 2017, approaching 40, he moved back to Brighton with the family and in November 2018, moved to Hove as his family expanded with the birth of their son.

It was then he discovered his 'local' was the View/Venue. "To say it was a little rough and ready is probably an understatement. But I couldn't ignore the huge potential the site had given its location. A lot of people will tell you they dream of buying and running a pub but are never mad enough to actually do it!"

"I don't exactly shy away from a challenge so, together with the team, we started the redevelopment project with some grand designs, a pledge to keep the community at the heart of everything we do, and a clear vision to make this so much more than just another pub or restaurant."

"At Rockwater, we want to do things differently, and better. Our aim is to bring the Hove seafront to life again for the whole community to enjoy, young and old. We've teamed up with a number of local fitness and health & wellbeing gurus to bring a fitness offering to Rockwater and that was just the beginning. We have big plans to make sure the site gives the residents of Hove a place they deserve to meet, work, eat, drink, workout, have fun, be inspired and, most importantly, enjoy the view..."

Our Operations

Roof Terrace

Let's start at the top! Our spectacular roof terrace is one of the premium restaurant spaces in the UK – All day dining with 140 covers. The food offering is designed as sharing style tapas focussed on the amazing local fresh seafood at our disposal. Our morning brunch offer is light,

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fresh and perfect with a morning coffee. There is a superb list of cocktails, wines & craft beers to suit as well as premium Champagnes all designed to complement our food menus.

Bar & Kitchen

Moving into the ground level, our Bar & Kitchen offers up to 100 covers in a comfortable setting looking out to sea. It has a more relaxed design & food and beverage offerings to match; modern takes on the classic hearty fish & chips, great local steaks and the signature Rockwater Burger. All day dining with classic brunch options and a strong vegan influence throughout the day. Our famous Rockwater lager on tap props up the huge brass bar, a cool design feature in itself! A great place to relax and unwind with local staff serving local food.

Shacks by the shore

These high-volume transactional shacks have become a destination in themselves. With a wooden deck on the beach with over 100 covers to dispense – The shacks are kept busy when the suns out! Great coffees, pastries & cakes. A fresh food shack using more of the local seafood as well as the classic beach side hot dog! A bar selling more of the famous pints of Rockwater, with wines, spirit & mixers and amazing frozen cocktails.

The Lodge

Our chilled out and cosy garden space is full of comfortable sofas and armchairs. It's popular for people working throughout the day, a great place for morning coffees and an even better local spot for a relaxed evening drink. We use the space for a great programme of events & talks and we are finalising a new conceptual outside area with a cool food truck and fire pit which will be full of fun nights under the stars..

ROCKWATER LIFE

Welcome to Rockwater Life – here to enhance your mind, body and soul.

We are bringing you a year-round timetable of health, wellness, fitness, sports, and hobbies. Bringing together Brighton and Hove's finest trainers and instructors for sessions on your beachside deck overlooking the water, on the lawns, and in the sea! From Yoga, Pilates and Meditation to HIT, run clubs, and everything in between – we have got you covered!

RESIDENCE (locals membership)

Rockwater is your iconic beachside home from home. Local residents will have an opportunity to elevate their experience with Rockwater and join the Rockwater Residence. With your exclusive Residence black card, you'll have priority access to experience the very best of everything Rockwater has to offer including:

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- Live entertainment with international recording artists
- Film screenings and premieres
- Live audience with special guests
- Health & wellness classes and events
- Family fun & festivals
- Comedy
- Culture
- Community
- Connection

...and so much more.

THE RESTRUCTURE

With the refurbishment this year, we have used this as an ideal opportunity to review the structure across our business, as previously each of these areas had their own departmental management teams. However, we believe that by managing retail as whole, with managers overlooking all areas on a day to day basis, that this will strengthen the offer, the skill sets of the team, the customer service, and give a better focus on hospitality and the guest journey throughout the business. A core part of the Bookings Agent role is to coordinate guest bookings and deliver an exceptional guest experience and to ensure that the day-to-day operations are running smoothly. We are continually exceeding expectations and delivering consistency across the business. They will then have additional responsibilities that will be shared between the team dependent on relevant experience, including liaison with hosts, events and managers across the business.

THE ROLE

The prime focus of the role is to assist the Bookings Manager in ensuring these areas are completely standards driven, consistently delivering exceptional hospitality, and to ensure continual and faster growth in the sales and profitability of each area.

As each retail area is different, it is key that the right candidates are confident speaking on the telephone and engaging with different departments within the business. Previous experience within administration and telephone bookings would be advantageous. They must be able to illustrate organisational details, their attention to detail, their passion for food, drink and hospitality and customer service. They must be able to think on their feet and be pro-active in managing the changing demands of a fast-paced retail environment.

The working week will be 5 days based over a 7 day rota, with a mixture of 9-5pm and 12-8pm, as well as weekends with hours as required to suit the business. The role entails communication with the public and with all teams within the business. As a small team there is certainly scope of extending the team as demand requires. With the support of the Bookings Manager and the

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General Manager, the business will be supported throughout the opening hours, with hands-on management focusing on the customer experience.

Below is a list of the core responsibilities of the Assistant Bookings manager:

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- *Supporting the delivery of consistent standards across all areas of the business.*
- *Assisting in the day-to-day planning, being reactive to changes in the business, especially alterations to bookings, ensuring availability for requests and liaising with all departments.*
- *Customer engagement – Communicating and building key relations which contribute to the guest experience and promote the Rockwater Brand.*
- *Liaising with the Events team, Social groups and Members as required for the business or as directed by your manager. Customer service must always be at the forefront of all we do.*
- *Answering emails, phones and general enquiries with efficiency.*
- *Ensuring compliance with company policies and procedures including health & safety.*

The Ideal Candidate:

- *Able to take instruction and equally able to work from own initiative.*
- *Have great team spirit and be self motivated.*
- *Must have excellent verbal and written communication skills*
- *Must have a fair degree of computer literacy and would be advantageous to have knowledge of the collins system “Design My Night” but training will be provided for the successful candidate.*

This list is not exhaustive, more of an indication of the functions of the role. It gives a clear idea of the skill set required for the successful individual to possess to succeed in this role.

THE PACKAGE

Bench marked pay scale is well above leading competitors with a lucrative benefits package.

JobType: Full-time- Casual

Hourly Rate: £10 Per Hour

THE SELECTION PROCESS

The recruitment and selection process will comprise of:

1. Initial interview with Francisco J Vega Herrera & Hein Pretorius

We are looking to have all positions filled ASAP