Role: Hotel & Centre Duty Manager (Evening) - EDM

Location: Plas y Brenin, Capel Curig, Betws-y-Coed, Conwy, LL24 0ET
Salary: c. £28,000 pro rata (£14.95 per hour)
Hours: 36 hours per week – Full time

Contract: Permanent

Closing date: 08 December 2026

Lead Exceptional Customer Experiences in the Heart of Eryri

Are you a confident, hands-on leader who thrives in a busy hospitality environment? Do you enjoy bringing people together, solving problems and ensuring customers receive outstanding service from arrival through to departure?

We are looking for a **Hotel & Centre Duty Manager (Evening)** to join our team at **Plas y Brenin**, the UK's National Outdoor Centre.

Located in the heart of **Eryri (Snowdonia) National Park**, Plas y Brenin is a unique destination combining a hotel, outdoor centre, events venue, climbing wall, bunkhouses and activity hub. Every day is different, with hotel guests, course participants, school groups, corporate clients, visitors and event attendees all enjoying what the Centre has to offer.

The Evening Duty Manager (EDM) is responsible for ensuring the smooth, safe and welcoming operation of Plas y Brenin during the evening, acting as the main point of contact for customers and staff during their shift and taking ownership of the customer experience from evening arrivals and check-ins through to dinner service, bar operations, evening events and the handover to the Night Porter.

About the Role

This is a varied and rewarding position combining hospitality management, customer service leadership, event coordination and operational oversight.

Working on a rota basis, you'll typically undertake:

- Five evening shifts (4:30pm to 12am) potentially weekends and bank holidays

You'll act as the senior point of contact during your shift, supporting colleagues across reception, bar, catering and customer-facing operations.

Your responsibilities will include:

Operational Leadership

- Taking ownership of Centre operations during your shift
- Providing visible leadership and support to customer-facing teams
- Managing day-to-day operational issues and ensuring smooth communication across departments
- Responding to customer concerns and resolving problems professionally

Guest Services

- Welcoming guests and managing check-ins and check-outs
- Hosting corporate groups, schools and residential visitors
- Ensuring every customer receives a warm, informative and professional experience

Hospitality & Events

- Overseeing bar, dining and customer service operations
- Supporting talks, presentations, screenings and events
- Ensuring event spaces are prepared and delivered to a high standard
- Liaising with internal teams to ensure excellent service delivery

Room Bookings & Business Development

- Managing meeting room and event bookings
- Acting as the main point of contact for clients using our facilities
- Supporting sales, marketing and occupancy activity
- Assisting with reporting, analysis and customer communications

Health, Safety & Security

- Taking responsibility for Centre safety during your shift
- Leading emergency responses when required
- Supporting fire evacuation procedures
- Ensuring licensing and operating procedures are followed

About You

We're looking for someone who enjoys leading from the front and building positive relationships with customers and colleagues.

You'll ideally have experience in:

- Duty management, hospitality management or a supervisory role
- Hotels, residential centres, visitor attractions or similar customer-facing environments
- Bar, restaurant or catering operations
- Managing customer arrivals, bookings and events
- Coordinating teams to deliver excellent customer experiences

You'll also have:

- Excellent communication and interpersonal skills
- Strong organisational and problem-solving abilities
- The confidence to make decisions and take ownership
- A practical, proactive and hands-on approach
- A genuine passion for customer service

Desirable

- First Aid qualification
- Experience with hotel booking or EPOS systems
- Ability to speak Welsh, or a willingness to learn
- CWI or RCI Qualifications

What We Offer

- Competitive salary of c. £28,000 pro rata
- 28 days annual leave (inclusive of bank holidays)
- NEST pension scheme
- Training and development opportunities
- A unique working environment in one of the UK's most iconic outdoor destinations

About Plas y Brenin

Plas y Brenin is the UK's National Outdoor Centre and has been at the forefront of outdoor adventure, leadership and training for over 70 years.

Based in a stunning Grade I listed building in the heart of Eryri National Park, we welcome thousands of visitors each year through our accommodation, hospitality, events, educational programmes and world-class outdoor courses.

Operated by the Mountain Training Trust on behalf of Sport England, we are entering an exciting period of growth and development, making this a fantastic time to join our team.

Ready to Join Us?

If you're passionate about hospitality, enjoy working in a dynamic environment and want to help create memorable experiences for our guests, we'd love to hear from you.

Apply today and become part of the team at Plas y Brenin.

Email joinourteam@pyb.co.uk to apply or for more information.