

Hospitality & Tourism Skills Network

Tackling Skills Together

Roisin McKee

Project Director, HATS

Who we are



Employer led collaboration to help attract, build and retain a skilled workforce in hospitality and tourism.



Government



Employers

Education



Hospitality & Tourism Curriculum Hub



NORTHERN Regional College nrc



Trade partners



HATS Objectives



Attract

Improve the awareness and attractiveness of the hospitality & tourism sector & the range of career opportunities



Retain

Raise employer awareness of available skills support incl apprenticeships and increase retention of people working in the industry



Engage

Support collaborative delivery of skills and careers strategies and activities across key stakeholders aligned to employer demand

We need to inspire new talent to enter the sector and those in it to stay.

Attract activity

Employer guide to recruitment support

Support and incentives to help you in rebuilding your workforce



Signposting to recruitment support



Sector Careers Bulletin



Campaign events

Hospitality & Tourism Insight Event

Monday 7th March 2022

2:00pm - 3:00pm | Microsoft Teams

Hear from:

- Roisin Mckee - Project Director, HATS network
- David Roberts - Director of Strategic Development, Tourism NI
- Laura Millar - Group HR Manager, Galgorm Collection
- Heather Graham - Head of HR, Titanic Belfast
- Martin Toner - Group HR Manager, McKeever Hotel Group



Insight events for advisers

Video career stories

28 career stories showcasing the breadth of opportunities in the industry



Retain activity



Funded skills support to help you develop your people and your business

Building back with a better skilled workforce



Signposting funded support



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What matters?

Tell industry what's important to you

Retention survey

A guide to hospitality apprenticeships

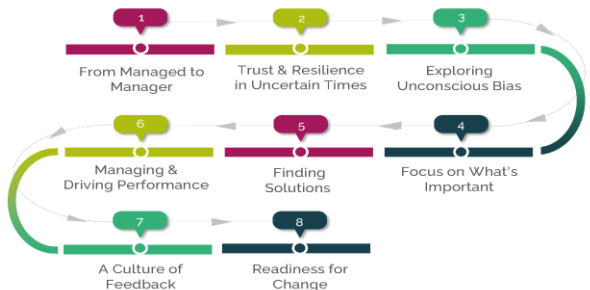
Pathways to a rewarding career in hospitality



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Promoting apprenticeship pathways

ROADMAP



Tourism & Hospitality Team Leader Programme

This Programme will introduce you to the foundational concepts, practical skills and tools that will support you in your existing and future role.

You are likely to be a new team leader or supervisor who wants to build confidence and develop your management style.

You may have taken a management course previously; the design of this Programme means that you will benefit from the selected modules, leveraging any existing knowledge.

You may also be about to take that first step into supervising a team.

To apply visit hatsnetwork.co.uk/team-leader-programme

hats | **tourism northernireland** | **Invest Northern Ireland** | **hit scotland** | **extraordinary**

Bespoke M&L support

Engage activity

**New NI Skills
Strategy**

**City & Growth
Deals**

**Local labour market
partnerships**



**Tourism Recovery
Plan**

**NI Assembly
Economy
Committee**

**DfC Labour Market
response to COVID
19**

**Apprenticeship
Recovery Plan**

**FE Hospitality &
Tourism Curriculum
Hub**

Our Hospitality & Tourism Commitment



OUR HOSPITALITY & TOURISM COMMITMENT

WE'RE COMMITTED TO PROVIDING GOOD QUALITY TRAINING
WORK-LIFE BALANCE AND SUPPORT TO OUR STAFF.

A voluntary code of working practices committing industry to being an “employer of choice” providing good quality training, work-life balance and support to their people and to promote the industry as a great place to work.

10 Golden Rules to Attract & Retain Talent

A training / development plan is in place for each employee

Job rotation and cross training regularly takes place

Work-life balance is part of daily life

Communication & feedback mechanisms in place so regular one to one dialogue is always in place

Individuals receive recognition for a job well done from line managers and others.

All roles are advertised internally and internal candidates are given the opportunity to apply for new roles

Everyone is always treated with respect & dignity

Key personnel are encouraged to work with partners to support promoting the industry as a reputable career choice

Third party safeguarding / employee assistance support is available to all

Mental health, human trafficking and modern slavery awareness is available to all

Webinar Series

To help sector businesses adopt and implement 'Our Hospitality & Tourism Commitment' to enhance the appeal and attractiveness of the industry as a good quality employer and great place to work.

**HATS Network
Recruitment & Retention
Webinar Series**

Supported by:

- hats HOSPITALITY AND TOURISM SKILLS
- tourism northernireland
- amh works
- Ulster University
- Springboard CHARITY
- peopleHQ
- eeef Northern Ireland
- Labour Relations agency
- NOW
- MERAKI Consult-Deliver-Learn
- School Employer Connections
- CORE IMPACT ENGAGE, ENABLE, EMPLOYEE

(A photo of a smiling woman in a kitchen apron is positioned on the left side of the grid.)

Webinar Topics

- ▶ Northern Ireland Labour Market
- ▶ Training & Development to support your existing team
- ▶ Recruiting Today For Your Employer Brand
- ▶ Reward, Engagement & Recognition
- ▶ Layered approach to mental health
- ▶ Wellbeing Practicalities
- ▶ Collaboration & Partnerships
- ▶ Employer Basics- creating safety & security



Webinar Series Toolkit

Recruitment & Retention Webinar Series:
Key takeaways & useful resources



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- Overview of the webinars
- Key learning points
- Links & useful resources
- Presenter contact details

Employee survey



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What matters?

Tell industry what's important to you

Top things that matter to employees

Top 5 most important criteria to make employees stay in their job

1



Pay

2.



Work-life
balance/flexibility

3.



Supportive
manager

4.



Career
progression

5.



Good working
practices

What employers are doing to offer a better quality job experience



Better perks and incentives

- Offering an attractive salary package and regularly reviewing rates of pay
- Generous holiday allowance
- Pension & health scheme
- Employee Assistance Programme
- Complimentary/discounted accommodation /dining/leisure stays/experiences
- Membership to discount & reward platform (e.g. Perkbox)
- Free staff car-parking in secure carpark
- Free/subsidised meal when on duty
- Access to training and funding for personal development



Reward & recognise staff recognition

- Employee of the month with financial reward
- Monetary rewards for positive guest reviews
- Staff ideas for improvements rewarded
- Financial reward for Weekly Top Performers
- Complimentary overnight stay presented at breakfast with senior management after passing probationary period
- Staff recognition awards
- Shout-outs and acknowledgement and recognitions for achievements and promotions

What employers are doing to offer a better quality job experience



Improved communication

- Regular communications featuring company updates and personal news of staff
- "Open door" policy by managers
- Staff notice boards
- Daily internal communication detailing occupancy and events bookings
- Internal comms platform to publish daily operations brief, job openings, business & industry updates and staff recognition
- Daily stand-up meetings
- Engagement & well-being surveys
- Team charters
- Regular 1:1s and team meetings



Clear progression & development opportunities

- Promotions offered internally first
- In-house apprenticeship scheme
- Management training offered to those progressing into supervisory roles
- Regular appraisals and job chats
- Associated pay scales against each role
- Promotion of apprenticeships to all staff
- Continuous support & supervision for new staff
- Training plans



‘Embrace’ Hospitality, Leisure, Tourism Educational Roadshow Jan – Mar 2023



**TOURISM
NORTHERN
IRELAND**



Springboard



Springboard

Educational Roadshow offered to schools at venues across Northern Ireland - sponsored by Tourism Northern Ireland and delivered by Springboard Charity.

School day event - Industry workshops and activities to raise awareness of career pathways, Industry opportunities & link to current job opportunities.

Year Groups 10 – 14 invited and **340 registered** so far.

To date venues are secured in the following **5 council areas**:

- Belfast City Council
- Mid and East Antrim
- Fermanagh and Omagh District
- Derry City and Strabane District Council
- Armagh City, Banbridge and Craigavon

Amazing Industry partner support already secured (Venue / attendance on day / guest speaker) – **Would you like to be involved?**

Contact Caitriona Lennox caitrional@springboarduk.org.uk

Building back better

- Sign up to “Our Hospitality & Tourism Commitment” to demonstrate that the industry is offering quality job experiences.
 - Upskill your people and promote career development pathways
 - Invest in apprenticeships
 - Build management & leadership capabilities to aid retention
 - Engage with education to develop good work experience opportunities and promote the sector
 - Connect with employment partnerships to access wider labour pools
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**Collaboration
is key –
we're stronger
together!**



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