

CONFERENCE & EVENTS OPERATIONS MANAGER

SALARY COMMENSURATE WITH EXPERIENCE

FULL-TIME, 5 DAYS OUT OF 7

EVENING AND WEEKEND WORKING REQUIRED

A unique and exciting opportunity has arisen for a talented F&B/hospitality focussed professional to join our extremely busy Events & Projects team in the role of Conference & Events Operations Manager, where you'll help us deliver a range of world-class events in one of the most iconic and diverse venues in Manchester.

With a strong focus on F&B and hospitality, you will be responsible for the operational management of events taking place anywhere in the Club, ensuring the highest standards of service delivery, unsurpassed levels of client and guest satisfaction and the maximisation of revenue and management of event budgets.

As our Conference & Events Operations Manager you will need to be a multi-tasker who can demonstrate you are capable of taking on the challenge of working on the set-up and delivery of a huge portfolio of events including residential/multi-day conferences, large scale exhibitions, awards dinners, cricket and concert hospitality, weddings, Christmas parties and numerous internal events. Whilst we don't expect you to have experience of working in all these areas, it's important that you've worked on a variety of events of a significant scale, ideally with a minimum of 200 attendees, in multi-function venue space.

Flexibility in your approach will be key and you will be happy and willing to offer you support to all areas of the Club. You may be asked to act as Duty Manager for other business areas, including the hotel, when cover is required.

This is hands-on position where you will be involved in the set-up of the venue space and be a key point of contact at all times. You will ensure that all areas, such as bars, are fully stocked, that the venue is regularly checked for safety and cleanliness and that equipment is maintained and fully functioning.

The exciting part of all of this is that you will be based at Emirates Old Trafford (the home of Lancashire Cricket) which has played host to some of cricket's most iconic moments since 1864 and is now an award-winning world-class venue that has undergone a transformational redevelopment over the last decade.

It is recognised as one of the UK's most prestigious venues for sport, business, leisure and entertainment with a capacity of up to 50,000 people for concerts; 26,000 for international cricket matches; meetings and events spaces for up to 2,000 delegates; a four-star hotel with 150 rooms; and an on-site Caffè Nero.

The venue has played host to some of the world's biggest sporting events, including six ICC Cricket World Cup fixtures in 2019, Ashes Test Matches and world class concerts including Ariana Grande's 'One Love Manchester' concert as well as others by Beyoncé, Rihanna, Foo Fighters and more.

It's a unique place to build a career where no two days are ever the same!

The Role and Responsibilities

The Conference & Events Operations Manager role will be wide-ranging and challenging, allowing you to build upon and diversify the excellent operational event management experience that you already have. The variety of the events, the flexibility of the venue space and the ever-changing calendar means there will always be a new challenge to work on.

Some of your key responsibilities will include:

- Managing food & beverage delivery, either in whole or in part, for a wide range of both small and large-scale conferences and events

- Setting up of the venue ahead of each event and ensuring appropriate staffing levels are in place
- Acting as Duty Manager as and when required
- Ensuring the highest levels of service delivery, food and drink quality and guest satisfaction
- Ensuring that event spaces and behind the scenes areas (such as bars and cellars) are cleaned and maintained to the highest of standards
- Obtaining regular feedback from both guests and staff
- To ensure compliance with licensing, food hygiene, health and safety and COSH etc
- Identifying potential issues before they arise
- Cash handling
- Stock control and rotation
- Opening, preparation, service and closing procedures of suites and bars
- Ensuring all staff are aware of, and fully trained in, following all legal and Club standards appropriate to them
- Managing (with the support of HR) matters relating to staff e.g. sickness, absence, training, disciplinarys etc

Requirements

We're looking for someone who can hit the ground running and therefore it is essential you can demonstrate that you have:

- Extensive catering and event hospitality management experience
- Experience managing F&B and/or hospitality operations for events with a minimum of 200 attendees
- Minimum Level 2 Food Safety qualification
- The ability to work well under pressure
- The ability to prioritise workloads to be able to meet strict deadlines and coordinate multiple events of varying sizes
- Flexibility in hours and days of work, particularly during the cricket/concert season

Benefits

- Holiday allowance increasing with service
- 2 x standard Lancashire Cricket season memberships
- Social events throughout the year
- Fitness classes, table tennis club and yoga
- Basic contributory pension scheme with option to join enhanced pension scheme, including life assurance, after 3 months service
- Optional health cash plan scheme
- Discounts at the Lancashire Cricket Official Store, Trafford Cricket Centre, Hilton Garden Inn Emirates Old Trafford, Caffè Nero and with the Club's partners
- Free parking

How to Apply

Does this sound like you? If so, please send your CV with covering letter and current salary details to careers@lancashirecricket.co.uk. Closing date for applications is **Friday 28th January 2022**.

We look forward to hearing from you if you have skills that support our future vision. Lancashire Cricket is an equal opportunities organisation and we are committed to providing new opportunities and striving for greater diversity.

It is a priority for Lancashire Cricket to ensure our Club appropriately reflects the wider communities across the North West and as we strive to meet Sport England Guidance in this regard, we would welcome applications from individuals with the appropriate skills and experience that can also enhance our current diversity mix at the Club.