

Draft Job Description

Job Title: Conference & Events Operations Manager

Hours: 40 hours per week

Salary:

Reports to (title): Events and Projects Managers

Department: Operations

Date Updated: Jan 2022

Main Purpose of the Job

To effectively manage the conference and events operations and food and beverage services for conference, banqueting and matchday hospitality.

The role is hands on and will require a lead by example approach, driven to maximise the guest experience, along with ensuring effective cost management and good health and safety practice

To act as Duty Manager (Bronze command) as and when required in the Hotel, C&E.

Specific Tasks and Responsibilities

Revenue and Costs

- To maintain agreed labour costs through productivity controls and tight management.
- Promote sales through effective merchandising (particularly on bars), cross selling and excellent customer care.

Standards Control

- Meet, greet, and lead pre-can meetings with event organisers, ensuring all aspects of events are discussed and delivered
 - To ensure that guest satisfaction is gained and maintained by offering a high standard of guest care and welcome to agreed standards
 - To open up and close down key areas of the business on a daily basis ensuring it is safe and looks ready for operation.
 - To implement and adhere to agreed standards of products and services and pay particular attention to the quality of food and liquor and its service
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- To check standards (including cleaning) of event spaces (both front of house and back of house) by walking all areas on a regular basis and getting feedback from both guests and staff.
- Ensure that your work colleagues and staff working the event are encouraged/instructed to practice and be aware of observational skills so that things are dealt with before they become issues.
- To be personally aware of and ensure compliance with any legal or Club requirements regarding licensing, food hygiene, health and safety and COSH etc
- To be responsible for monitoring and ensuring that all aspects of the Clubs cash/stock handling are always maintained.
- Working with the Bars Manager to ensure all bars and cellars are maintained to a very high standard at all times in terms of cleanliness, hygiene and maintenance of bar and cellar equipment.
- Working with bars manager to ensure bars are stocked to appropriate levels at all times and then there is accurate control of that stock in terms of volumes and date rotation
- To ensure that opening, preparation, service and closing procedures of suites and bars and the security of keys are maintained at all times.
- To ensure all subordinate staff are aware of and fully trained in following all legal and Club standards appropriate to them.
- Manage and work with HR department on all matters relating to staff eg sickness, absence, training disciplinarys etc

Effective Communication

- To be responsible for ensuring all matters affecting the management of staff under your control are communicated to them at all times in a timely and appropriate manner.
- To develop and maintain effective communications with other Departments within the Club.
- To ensure effective and timely communication with Management in the Operational team.
- To develop and maintain effective communication with any outside companies/agencies etc, ensuring that the Clubs interests are protected and enhanced.
- To ensure that communication and good relations are built with all guests and event organizers and to maintain a regular “front of house” presence.

General Management

- Undertake Duty Management Shifts as required either in the Club or the hotel.
 - Undertake service duties in food and beverage as and when required when staffing dictates.
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- Carry out co-ordination of events/functions by liaising with clients and/or agencies prior to events as and when needed.
 - Any other duties that might be required by Management, providing you have been trained to execute them. These duties may be required on an occasional or permanent basis.
 - Identify recruitment needs and take an active/support role in selection and appointment of casual staff.
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Knowledge / Experience / Skills Needed

- Three Years catering and event hospitality management and supervisory experience
 - A track record of delivering events for 300 plus attendees
 - Food Safety Qualification to Min Level 2
 - Personal license holder
 - Must be guest service focused.
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Assignment and planning of work

(who will assign work to the person)

Events and Projects Managers

Agreed and signed by

Jobholder

Manager

Date

Date to be reviewed
