

Senior Floor Manager

Where Manchester meets the world...

Manchester Central is an award-winning, globally renowned venue in the heart of one of the world's most vibrant cities. This iconic convention centre offers world class flexibility and state-of-the-art facilities that provide a dynamic venue for some of the world's leading conferences, exhibitions and events.

It is fundamental to our continued business growth that we have a compelling people strategy to help us realise our challenging company goals. This role will play an important part in sustaining our continued business growth.

Senior Floor Manager

Competitive salary up to £26,500pa / 25 days holiday plus bank holidays / contributory pension scheme / discounted car parking

Manchester Central is pleased to announce the vacancy of a Senior Floor Manager. Reporting directly to the Senior Hospitality Event Manager, this role is working on a full time, permanent basis.

Your duties and responsibilities will include but are not limited to:

- Supporting and managing all aspects of the clients hospitality operation from planning to delivery of event

The ideal candidate will have:

- Excellent communication skills
- Meticulous attention to detail to ensure Manchester Central's standards are adhered to
- Proven track record in a similar role in the hospitality industry

You must:

- Be committed to delivering high standards with enthusiasm
- Be an excellent people manager

A food hygiene certificate and having an alcohol personal licence would be beneficial to the role

To apply for this exciting opportunity, please send a CV and covering letter including details of your current salary and two references to:

Ref: Senior Floor Manager

FAO: HR Team

Email: careers@manchestercentral.co.uk

Closing date for applications: 26 August 2021 (5PM) We reserve the right to bring this date forward if a sufficient number of suitable applications are received

Manchester Central is an equal opportunities employer. All applicants who meet the essential criteria and identify as having a disability in their covering letter will be guaranteed an interview.

JOB DESCRIPTION

Senior Floor Manager

SALARY	£26,500 gross per annum
HOURS	40 hours per week
WORKING PATTERN	Monday to Sunday – 5 days out of 7
LOCATION AND BUSINESS AREA	Manchester Central – Hospitality Division
AIM OF THE ROLE:	To effectively support and manage all aspects of the client hospitality operation, delivering a world class service to grow turnover and to ensure profitable sales revenue.
DIRECTLY RESPONSIBLE TO:	Senior Hospitality Event Manager
DIRECTLY RESPONSIBLE FOR:	Floor Supervisors

MAIN AREAS OF RESPONSIBILITY

You'll be responsible for:

- Communicating effectively with venue management and customers
- Communicating effectively with the Hospitality Team to ensure delivery of services is efficiently organised
- Deputising for the Hospitality Event Managers in all aspects of hospitality event delivery
- Effectively communicating with customers and clients at planning and events
- Applying the ethos that the customer takes priority and working towards exceeding service expectations
- Attending customer meetings as requested in order to tailor and/or up sell services to exceed customer expectations
- Committing to venue aspirations and to providing world class service
- Planning the activities of the Front of House Team to deliver client events
- Accurate rostering of the supervisor's and casual teams, meeting budgeted targets for payroll
- Ensuring all expected operational plans are implemented and executed to the required and expected standard
- Delivering all events and co-ordinating staff to deliver the operational standard expected within the venue
- Ensuring all service staff are briefed as to the client events expectation
- Managing all stock records and accurately maintaining stock and equipment levels
- Managing retail events as required and implementing and managing robust cash and stock policies
- Obtaining sign off on stand hospitality documents
- Obtaining daily sign off from organisers and accurate consumption figures for event
- Managing within current legislation, with direction and guidance from the HR Department
- Ensuring that staff are motivated, fully, briefed disciplined and trained

About us:

Our purpose is to connect people, ideas, and business through meaningful and rich experiences.

Our customers choose Manchester Central because of the experiences we help them to create. We help them to make something happen – the energy and connection that creates memories.

We help them to grow their businesses – connecting with their customers, partners, suppliers, and employees. We bring people together to share ideas and make plans. We pay attention to the details so our clients can pay attention to their guests. What makes us different is the creativity, professional delivery expertise and passion of our team.

The qualities of our people:

Our people are pretty fabulous. They really love our industry, our customers, and what we do. We have high expectations of each other and live up to the standards we've set.

The people who are happiest working for us want to get stuck in and make things happen for a great purpose. They want the challenge of a fast pace, lots of energy and a great team to work with.

We are a special group who have chosen to work together, and we share these characteristics:

Expert & specialist. We're highly respected and super proud of our level of expertise – making the complexity of what we do look effortless.

Flexible. We're all about innovation and trying new ways to create experiences for customers. We're really flexible to meet our customer's needs.

Positive and energetic. There's a great energy across the business and sense of teamwork - it feels like a family. We have fun at work and there's plenty of social activity.

Ready to grow. Careers are important to us too – some of our senior leaders started out as team members and then progressed their careers. If people move on from working with us, they'll always have improved their skills and experience along the way.

Committed. Our people show huge levels of commitment for our customers and they're determined to get the job done. Events always build up to a crescendo of activity, so it's not always easy. Even when there's pressure it's still a great place to work.

We have a Code of Conduct sets out the right way to do business at Manchester Central.

The reputation and integrity of our business is based on all of the decisions we've made, the way we manage our business and what we deliver. These actions and decisions have built up the trust we've earned with our customers, suppliers, communities and colleagues.

Our people pay attention to respect in our workplace, doing the right thing and safeguarding our company and each other.

Person Specification

Education and Qualifications	Essential	Desirable
Possess a valid food hygiene certificate		✓
Personal license holder		✓
Experience		
Experience of either <ul style="list-style-type: none"> • Hospitality • Bars • Retail cafes • Banquets 	✓	
Proven people management skills	✓	
Skills		
Excellent communication skills	✓	
Accuracy and attention to detail	✓	
Personal Attributes		
Enjoys working in a fast-paced environment	✓	
Self-motivated but with the ability to work as part of a team.	✓	
Passion for delivering excellent levels of customer service	✓	
Willingness to undertake a flexible working pattern as needed by the business.	✓	