

Senior Hospitality Events and Sales 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 Hospitality Events and Sales Manager

Competitive salary up to £36,000pa / 25 days holiday plus bank holidays / contributory pension scheme / discounted car parking

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

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

- Organising and attending regular client meetings, creating and preparing proposals and schedules
- Maintaining and growing food and beverage sales
- Directing teams to deliver operational excellence and exceptional customer service
- Ensure events profit and loss are within budgeted parameters

The ideal candidate will have:

- Excellent communication skills
- At least 3 years' experience in a management role within the hospitality/services industry
- Experience in hospitality sales and budget management

You must:

- Be committed to delivering high standards with enthusiasm
- Be capable of leading a team and working across departments

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 Hospitality Events and Sales Manager

FAO: HR Team

Email: careers@manchestercentral.co.uk

Closing date for applications: 11 September 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 Hospitality Sales and Event Manager

SALARY	£36,000 gross per annum.
HOURS	40 hours per week
WORKING PATTERN	Various shift patterns, five days over seven (which may include occasional weekends and bank holidays)
LOCATION AND BUSINESS AREA	Manchester Central Convention Centre – Hospitality
AIM OF THE ROLE:	<p>To support the Director of Hospitality in the effective delivery of Manchester Central’s catering services to exceptional standards, ensuring the customers’ hospitality and catering journey meets and exceeds their expectations.</p> <p>Managing Hospitality sales and financial performance of events.</p>
DIRECTLY RESPONSIBLE TO:	Director of Hospitality
DIRECTLY RESPONSIBLE FOR:	Not Applicable

MAIN AREAS OF RESPONSIBILITY

- To maintain and grow food and beverage sales from Manchester Central's existing client base matching our catering products to client requirements and adopting a consultative approach to advice on possible catering 'add-ons', to maximise sales in line with set targets.
- Lead the process by organising and attending meetings both internally and externally, asking for all relevant information in relation to the event (date, estimated numbers, budget and other venues being considered).
- Produce clear and accurate catering proposals and schedules within set deadlines for clients (current and potential) and our internal operations to ensure that all have a clear and detailed summary of the catering provision for the duration of the event.
- Provide guidance and support to the FOH and BOH Managers on day-to-day operational matters and direct teams to deliver operational excellence and exceptional customer service within company procedures and allocated budgets.
- Lead and manage on the customers' hospitality and events' journey always ensuring exceptional event delivery and maximise the potential for recurring business.
- Responsibility for the effective and timely planning and high standards of delivery of catering services for allocated events by ensuring effective communication and engagement with the client, undertaking venue meetings as required to confirm requirements.
- Ensure operational catering plans and layouts for each event meet the exacting requirements of the clients and are effectively implemented and co-ordinated to ensure client satisfaction is achieved.
- Effective daily communication (am/pm) to ensure that all catering team members and relevant departments (Sales, Back of House services and Events) are continually briefed on venue activity and client requirements needs of the event are understood and met.
- Timely planning and distribution of all shift rotas for forthcoming events and activities ensuring a lean and agile approach to event staffing whilst retaining excellent service standards.
- P&L responsibility for events assigned and be responsible for meeting, budgeted cost of sales, payroll management and control of overheads, deliver and or exceed budgeted sales and profit levels as set by the business. Whilst ensuring that individual events P&L's are within agreed budgeted parameters.
- Responsible for ensuring that stock requisitions meet catering and event requirements and are undertaken in a timely manner, maintain accurate stock records and identify variances.
- Develop the skills of the catering managers, ensuring knowledge and understanding of the stock control process to minimise wastage.
- Ensure that all client credit account information is collated and is accurately reviewed before forwarding to the accounts team in a timely manner.
- For each event ensure relevant 'sign off' documentation for stand catering is received and that daily 'sign off' documentation from respective event organisers is obtained in a timely manner.

- Participate fully in daily/weekly operational audits undertaking corrective actions as required to ensure compliance with all operational policies and procedures.
- Responsibility for ensuring compliance to all Health and Safety, Environmental, Accessibility and Licensing statutory and legislative requirements prior to event opening and throughout scheduled event.
- Assist in the undertaking of emergency procedures to ensure the safe evacuation of the building in the event of an emergency exit during an event.
- Working closely with the Director of Hospitality ensuring the departmental objectives and KPI's are achieved and exceeded.
- Monthly reporting to Director of Sales & Marketing and Communications for revenue forecast, including insight into organiser trends and up sale opportunities.
- Act as deputy on non-culinary matters in the absence of the Director of Hospitality as required

General:

- To always promote Manchester Central in a positive and professional manner;
- To adhere to Manchester Central's health and safety policy and observe a duty of care to other users of Manchester Central;
- To lead and manage ad-hoc projects as required;
- To sustain a flexible and adaptable attitude self and the work of the department;
- To be aware of issues of equality and diversity and to understand and be sensitive to cultural differences;
- To participate in all aspects of training and development as directed and to use all relevant learning opportunities to improve personal skills so as to improve the effectiveness and efficiency of service delivery.
- This Job description is not intended to be either prescriptive or exhaustive, it is issued as a framework to outline the main areas of responsibility at the time of writing.

Person Specification

Education and Qualifications	Essential	Desirable
Not Applicable	N/A	N/A
Experience		
Experience of implementing event services or catering practice.	✓	
3 years + comparable in management role	✓	
Experience in Hospitality Sales and budget management	✓	
Experience of Services and implementation/Team Improvement	✓	
Management background in Hospitality/ Services Industry	✓	
Skills		
Proven track record in managing teams with targeted budgets	✓	
Excellent communication skills	✓	
IT Literate	✓	
Capable of leading a team and working across departments	✓	
Strong sales account management and interpersonal skills	✓	
Personal Attributes		
Self-motivated whilst being able to work as part of a team	✓	
Willingness to under a flexible working pattern as required by the business	✓	