

# Senior Hospitality Operations 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 Operations Manager

**Competitive salary up to £38,000pa / 25 days holiday plus bank holidays / contributory pension scheme / discounted car parking**

Manchester Central is pleased to announce the vacancy of a Senior Hospitality Operations 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:

- Supporting the Director of Hospitality in the effective delivery of Manchester Central's hospitality divisions
- Delivery of exceptional standards, ensuring the customers' hospitality journey meets and exceeds their expectations
- Working closely with the Director of Hospitality ensuring the departmental objectives and KPI's are achieved and exceeded
- Responsibility for liquor stock and hospitality equipment for large complex events

The ideal candidate will have:

- Experience of implementing hospitality event services and retail catering, 5 years in a comparable management role
- Extensive experience of client liaison and upselling in a commercial environment
- Profit and loss experience of a £2.5 – £3 million plus hospitality business

You must:

- Be committed to delivering high standards with enthusiasm
- Have a passion for hospitality and a drive to succeed
- Be an excellent people manager – able to motivate and lead a team in a fast moving and challenging environment

**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 Operations Manager

FAO: HR Team

Email: [careers@manchestercentral.co.uk](mailto:careers@manchestercentral.co.uk)

Closing date for applications: 6 October 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

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## Senior Hospitality Operations Manager

<b>SALARY</b>	£38,000 gross per annum
<b>HOURS</b>	40 hours per week
<b>WORKING PATTERN</b>	<b>Monday to Sunday – 5 days out of 7</b>
<b>LOCATION AND BUSINESS AREA</b>	Manchester Central - Hospitality
<b>AIM OF THE ROLE:</b>	<p>To support the Director of Hospitality in the effective delivery of Manchester Central's hospitality division services to exceptional standards, ensuring the customers' hospitality and catering journey meets and exceeds their expectations.</p> <p>Working closely with the Director of Hospitality ensuring the departmental objectives and KPI's are achieved and exceeded, the Senior Hospitality Event Manager will be assigned to a number of larger more complex events.</p>
<b>DIRECTLY RESPONSIBLE TO:</b>	Director of Hospitality
<b>DIRECTLY RESPONSIBLE FOR:</b>	Hospitality and retail event delivery and managerial responsibility to delegated aspects of the hospitality division of Manchester Central as required by the Director of Hospitality.

## MAIN AREAS OF RESPONSIBILITY

### You'll be responsible for:

- Leading and managing the customers' hospitality and events' journey ensuring exceptional event delivery at all times and maximising the potential for recurring business.
- The effective and timely planning and high standards of delivery of hospitality services for allocated events by ensuring;
  - a) effective communication and engagement with the client, undertaking venue meetings as required to confirm requirements
  - b) that operational hospitality 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
  - c) effective daily communication (am/pm) to ensure that all hospitality team members are continually briefed on venue activity and client requirements (on events days)
  - d) ongoing and daily two-way communication with hospitality managers to ensure all hospitality services are planned effectively and communicated in a timely manner
  - e) ongoing and effective cross-function communication with relevant departments (sales, BOH services and events) to ensure that the hospitality needs of the event are understood and met
  - f) the 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
- The effective and accurate budget management for each event, ensuring effectual planning to minimise overspend and maximise revenue and profit
- Ensuring that the hospitality budgets remain within financial forecasts and that all profit/loss data is provided to the Director of Hospitality as required
- Ensuring that stock requisitions meet hospitality and event requirements and are undertaken in a timely manner
- Ensuring that all stock records are accurately maintained and that identified variances are investigated and corrective actions implemented
- Ensuring that all client credit account information is collated and is accurately reviewed before forwarding to the accounts team in a timely manner
- Ensuring each event receives the relevant 'sign off' documentation for stand hospitality and that daily 'sign off' documentation from respective event organisers is obtained in a timely manner
- Participating fully in daily/weekly operational audits undertaking corrective actions as required to ensure compliance with all operational policies and procedures

- The effectual and timely event briefing of all team members/casual workers and agency workers, ensuring the delivery of event/service specific training as required to ensure the delivery of a high-level service to all clients
- Ensuring that event specific team members/casual workers and agency workers remain motivated and engaged throughout events, providing support, guidance, training and assistance as required
- Ensuring that the contract management of suppliers is undertaken within a timely manner and KPI's are set, completed & monitored
- Ensuring compliance to all Health and Safety, Food safety, Environmental, Accessibility and Licensing statutory and legislative requirements prior to event opening and throughout scheduled event
- Assisting in the undertaking of emergency procedures to ensure the safe evacuation of the building in the event of an emergency exit during an event
- Ensuring adherence to current company policies and procedures at all times

### 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

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Education and Qualifications	Essential	Desirable
N/A		
Knowledge		
Extensive Management background in hospitality/services industry	✓	
Knowledge of Health & Safety Compliance	✓	
Experience		
Experience of implementing hospitality event services and retail catering, 5 years in a comparable management role.	✓	
Experience of client liaison and upselling in a commercial environment.	✓	
Profit and loss experience of a £2.5-3 million plus hospitality business	✓	
Experience of services implementation/team improvement.	✓	
Skills		
Proven track record in managing large teams	✓	
Experience of delivering to budgeted Margins	✓	
Excellent communication skills	✓	
IT literate	✓	
Capable of leading a team and working across departments	✓	
Personal Attributes		
Enjoys working in a fast-paced environment	✓	
Self-motivated but with the ability to work as part of a team as required	✓	
Willingness to undertake a flexible working pattern as needed by the business.	✓	