



## Staffing Co-ordinator Manchester Central

Manchester Central is an award-winning venue in the heart of one of Europe's most vibrant cities; our vaulted arches and station clock have made our venue an iconic city feature for more than 140 years.

Our experienced team of professionals lead the industry with unrivalled service standards to help our clients create engaging, memorable experiences at events of all shapes and sizes.

### Your Role

**Competitive salary £23,500pa to £25,000pa / 25 days holiday plus bank holidays / contributory pension scheme / discounted car parking**

Manchester Central is pleased to announce the vacancy of a **Staffing Co-ordinator**. The role will involve managing and coordinating the staffing requirement for both casual and agency workers across the business to support the successful delivery of events. This will include the resourcing, recruitment, training, induction of all casual and agency resource for the company, ensuring staff of the highest calibre and presentation, in the right numbers are resourced at all times.

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

- Controlling and managing the booking of variable event staff, ensuring allocations are within event budgets and allocated correctly at the required levels.
- Managing the process for engaging variable event staff, working and developing relationships with relevant agencies to establish the requirements for assignments.
- Planning and implementing the induction training for all variable event staff to ensure awareness of our facilities and procedures.
- Overseeing the staff resourcing system in place (Human force), ensuring its use with all variable event staff and agencies and keeping the system under review.

#### The ideal candidate will have:

- Worked in the industry (Hospitality or Event Operations).
- Experience of recruitment and staff training for large and varied groups of staff.
- Experience of handling enquiries and resolving queries

#### You must have:

- Exceptional interpersonal skills – help to build trust, respect and support across the teams
- Excellent organisational skills, including the ability to plan and prioritise, work independently and work to deadlines..
- Positive and proactive attitude with a desire to make a difference.



## Apply

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

Ref: Staffing Co-ordinator

FAO: HR Team

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

Closing date for applications: 22 April 2022 (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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## Staffing Coordinator

<b>Salary:</b>	£23,500 to £25,000
<b>Hours:</b>	37.5 hours
<b>Working pattern:</b>	Monday to Friday typically, however there will be a requirement to work a flexible schedule as per the needs of the business.
<b>Location and business area:</b>	Manchester Central – HR
<b>Aim of the role:</b>	To manage and coordinate the staffing requirement for both casual and agency workers across the business to support the successful delivery of events. This will include the resourcing, recruitment, training, induction of all casual and agency resource for the company, ensuring staff of the highest caliber and presentation, in the right numbers are resourced at all times.
<b>Directly responsible to:</b>	HR Manager
<b>Directly responsible for:</b>	NA

## Main areas of responsibility

- Day-to-day responsibility for controlling and managing the booking of variable event staff, ensuring allocations are within event budgets and allocated correctly.
- Developing and maintaining effective working relationships with relevant managers to fully understand and fulfil their labour needs for each assignment
- Ensure events are staffed to the correct levels whilst keeping within the overall event budgets, using a “casual first” approach to reduce the reliance on agency labour.
- Work with the Recruitment & HR Officer to develop and update annually (or when appropriate) a clear recruitment plan for non-fixed labour to continue to increase the available variable workforce pool to align with the requirements of the events calendar.

- With the key internal stakeholders, review agency performance and relevant preferred supplier list in place.
- Manage the process for engaging variable event staff, working with relevant agencies to establish the requirements for assignments.
- To be the main point of contact for all agencies, developing those relationships to ensure Manchester Central is their priority customer to ensure we receive the best quality agency staff.
- Plan and implement the induction training for all variable event staff to ensure awareness of our facilities and procedures.
- To oversee the staff resourcing system in place (Human force), ensuring its use with all variable event staff and agencies.
- To be the system specialist, responsible for continually reviewing the staff resourcing system, identifying ways in which we can improve our adoption of the system and the overall process.
- To liaise with colleagues in payroll, recruitment agencies and other relevant stakeholders within the business over see the completion of all appropriate paperwork and resolve queries.
- Obtaining all employment related documentation from new employees prior to their first assignment ensuring that 'Right to Work' permissions are confirmed for all employees in line with Home Office guidance.
- To input of all new worker data into the staffing resourcing system (Human force) i.e. contact details, emergency contacts, address details etc.
- Reconcile and review all shift activity in the staff resourcing system (Human force) ahead of weekly & monthly payroll deadlines, ensuring accurate data is transferred to be processed through payroll.
- Raise the necessary purchase orders for agency staff on our accounts software, providing supporting documentation to agencies in the form of fully reconciled costing reports from the staff resourcing system (Human force).
- Assisting with careers fairs and other identified recruitment activities.



## 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 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 to improve the effectiveness and efficiency of service delivery
- To undertake any other duty commensurate with this post as determined by the Quality and Assurance Manager
- 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.

### 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 customers 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.

# Person Specification

Experience	Essential	Desirable
Previous experience in working in the industry (Hospitality or Event Operations)	✓	
Experience of working within a confidential environment	✓	
Experience of recruitment and staff training for large and varied groups of staff.	✓	
Experience of prioritising workloads	✓	
Experience of handling enquiries and resolving queries	✓	
Experience of working in the event or hospitality sector		✓
Skills		
Exceptional interpersonal skills – help to build trust, respect and support across the teams	✓	
Excellent communication skills both verbally and written	✓	
Skills		
Proficient in Microsoft Office, Excel, Word and PowerPoint	✓	
Excellent organisational skills, including the ability to plan and prioritise work independently and work to deadlines.	✓	
Ability to organise resources relating to projects and processes	✓	
Excellent customer service skills and a positive attitude	✓	
Positive and proactive attitude with a desire to make a difference	✓	
Enjoys working in a fast-paced environment	✓	
Friendly approach to assist queries	✓	