

Manchester Central Convention Complex

Hospitality Assistant – MTHCE

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 £22,672pa / 25 days holiday plus bank holidays pro rata / contributory pension scheme / discounted car parking

Reporting directly to the Assistant Catering and Sales Manager, this role is working on a full time, permanent basis.

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

- Delivering our hospitality offering to all internal and external meetings throughout the Manchester Town Hall Extension and Central Library Complex
- Delivering all hospitality to the highest standard with a customer-centric approach to service
- Assisting in the delivery and set-up of the larger events alongside the Assistant Catering and Sales Manager
- Deputise for the Assistant Catering and Event Manager in their absence to deliver events
- Assist in the Library café when required

The ideal candidate will have:

- Previous experience of working in the hospitality industry
- Previous experience working as a barista
- The ability to effectively communicate with customers and colleagues alike
- The ability to work on their own and as part of a team

You must be:

- Respectful of a diverse range of people
- Able and prepared to work flexibly
- Able to demonstrate a customer centred approach to delivery

Apply

To apply for this exciting opportunity, please send a CV and covering letter to:

Ref: Hospitality Assistant - MTHCE

FAO: HR Team

Email: careers@manchestercentral.co.uk



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

Hospitality Assistant - MTHCE

Salary:	£22,672pa
Hours:	40 hours per week. Annualised
Working pattern:	Monday to Sunday, 5 days out of 7
Location and business area:	Manchester Central Library - MTHCE
Aim of the role:	To effectively deliver all aspects of event catering at Manchester Central Library and Town Hall Complex and to help with delivering a world class service. To effectively support and deliver all aspects of the food and beverage offering at the Central Library Café, delivering a world class service.
Directly responsible to:	Assistant Catering and Sales Manager
Directly responsible for:	N/A

Main areas of responsibility

- Deliver our hospitality offering to all internal and external meetings throughout Manchester Town Hall Extension and Central Library Complex.
- Deliver all hospitality to the highest standard, with a customer-centric approach to service.
- Assist in the delivery and set-up of the larger events alongside the Assistant Catering and Sales Manager

- Work in a proactive manner to develop and maintain the relationship with the Civic Ceremonial team.
- Deputise for the Assistant Catering & Sales Manager in their absence to deliver events.
- Adhere to all pertinent H&S, Food Safety, HACCP regulations.
- Provide quality barista beverages and food products consistently for all customers by adhering to all recipe and presentation standards. Follow health, safety and sanitation guidelines for all products.
- Consistently exceed guest expectations.
- Protect the health, safety and wellbeing of our guests and colleagues.
- Maintain relationships within the Library, Town Hall and Manchester Central teams.
- Communicate effectively with cafe management and key staff.
- Follow and adhere to all policies and procedures as instructed.

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.
- **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	Essential	Desirable
Level 2 food hygiene or higher		✓
Experience		
Previous experience working in the hospitality industry	✓	
Previous experience working as a barista		✓
Skills		
Ability to effectively communicate with customers and colleagues alike	✓	
Being able to work as part of a team and individually as required		✓
Personal Attributes		
Respectful of a diverse range of people	✓	
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