



## Reservations and Business Development Manager Junction

Junction is a brand new bar, restaurant, cafe and social workspace situated in the heart of Manchester. Built under the iconic arch of Manchester Central, one of the UK's largest and most versatile event venues, Junction will welcome workers, tourists and families alike as a place to eat, drink, meet or relax.

A place to game-plan the day with great coffee in the morning, catch up on emails at lunch, make connections with new contacts, and meet friends over cocktails and locally sourced small-plates in the evening. A place for everyone, all day, every day.

Junction is managed by Manchester Central.

### Your Role

**Competitive salary up to £27,000pa / 25 days holiday plus bank holidays / contributory pension scheme / discounted car parking**

Reporting directly to the Restaurant and Bar General Manager, this role is working on a full time, permanent basis.

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

- Managing a team of FOH hosts in the day-to-day running of the reservation system through online, email and in person bookings.
- Create a Standard Operating Procedure for all bookings, including the steps of service for all large party enquiries, providing quotes that align with the company budget and targets.
- Work closely with the General Manager, Head Chef and Bar Manager to create bespoke menus and experiences.
- Prioritising guest experience and delivering this from the initial enquiry to assisting with running the event on the day.

The ideal candidate will have:

- Previously worked within a high-volume venue.
- Experience of using a reservation platform such as Res Diary, Open Table or Design by Night.
- A strategic approach to reservations and venue management.
- Experience of people management and development.

You must:

- Have experience within a sales driven role.
- Be confident in working towards targets and KPI's.
- Demonstrate a customer centred approach to delivery.

### Apply

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

Ref: Reservations and Business Development Manager  
FAO: HR Team





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

Closing date for applications: Monday 20 May 2024 (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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## Reservation & Business Development Manager

<b>Salary:</b>	Up to £27,000 per annum
<b>Hours:</b>	40 hours per week
<b>Working pattern:</b>	Monday to Sunday (5 days out of 7).
<b>Location and business area:</b>	Hospitality – Junction
<b>Aim of the role:</b>	To increase business opportunities by creating new relationships and managing the existing client base. Drive sales for all reservations and maximise the booking capacity and efficiency of the business.
<b>Directly responsible to:</b>	Restaurant and Bar General Manager
<b>Directly responsible for:</b>	Junction- Hosts

### Aim of role

A sales driven individual will have responsibility for managing the reservation system to maximise the business revenue. They will manage and take a systematic approach to bookings within the venue from; small table reservations to full-venue hires. They will be a representative of the brand and be a key player in promoting the business through networking and connecting with local businesses and residents. They will demonstrate exciting ideas to continually develop the brand taking an active role in project management.

They will demonstrate exceptional guest relations, be passionate about hospitality and always provide unfaltering service standards. Training will be a crucial part of this role so they will be confident in leading others and be on hand to support where needed.

## Main areas of responsibility

- Manage a team of FOH hosts in the day-to-day running of the reservation system through online, email and in person bookings.
- Have an in-depth knowledge of booking platforms and be confident in training others.
- Create SOP for all booking procedures, including the steps of service for all large party enquiries, providing quotes that align with the company budget and targets.
- Work toward sales targets that are attainable through upselling techniques, maximizing venue capacity and delivering great guest communication.
- Ability to coordinate high volumes of bookings.
- Work closely with the General Manager, Head Chef and Bar Manager to create bespoke menus and experiences.
- Prioritising guest experience and delivering this from the initial enquiry up until assisting with running the event on the day.
- Take a lead role in venue show rounds and showcasing the best the venue has to offer.
- Create and manage booking agreements, contracts and all lines of enquiries ensuring the best guest experience.
- Work with the marketing team on external outreach and promotions to create new business ventures and look after all existing ones.
- To take ownership of the social media content within the brand guidelines
- Map out key dates for the calendar for targeted marketing and business opportunities.
- Work with the events team within Manchester Central to provide seamless transitions from their internal events.
- Create succinct and detailed function sheets to ensure smooth running of all large events with a keen eye for detail.
- Manage the reservation team's hours in accordance with the labour budgets.

## General responsibilities

The following responsibilities and expectations apply:

### All employees:

- To always adhere to Manchester Central's Company values, with actions taken and words said being in consideration of all six standards.
- To be aware of and take personal responsibility for acting in accordance with Manchester Central's policies and procedures.
- To always promote Manchester Central in a positive and professional manner.
- To be smartly dressed in appropriate attire depending on duties performed.
- To display a flexible 'can do' approach to contribute to the success of Manchester Central.
- To proactively identify training needs and aspirations for personal development.
- To undertake any L&D activities necessary to meet the requirements of the post.
- To adopt a flexible approach to working hours as required by the business.
- To be open to new ideas, understand the need for change and be willing to adapt.
- To be aware of issues of equality and diversity, to understand and be sensitive to cultural differences; and
- To take all possible steps to ensure a safe working environment for self and others.

## 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
Educated to degree level in a relevant or related subject		✓
Experience		
Previous experience within a high – volume venue	✓	
Experiences in event planning specifically with a food & drink focus		✓
Previous experience using reservation platforms such as Res Diary, Open Table or Design My Night	✓	
Experience within Social media management and profile building		✓
Experience in venue show rounds and holding client meetings	✓	
Confident in working towards targets and KPI's	✓	
Working on business development project plans		✓
Experience within a sales driven role	✓	
Previous experience of people management and development		✓
Skills		
Strategic approach to reservations and venue management	✓	
Communication skills both verbal and written	✓	
Negotiation skills	✓	
Business intelligence skills	✓	
Personal Attributes		
Self-motivated with the ability to work unsupervised and to direct own work	✓	
Ability to work effectively as an individual, as part of own team, the senior management team and in partnership with others	✓	
Respectful of a diverse range of people	✓	
Ability to demonstrate sensitivity, diplomacy and tact	✓	
Ability and preparedness to work flexibly	✓	
Demonstrate a customer centered approach to delivery	✓	