

## Deputy Manager

### Runway Visitor Park (located at Manchester Airport)

We are currently looking for a Deputy Manager to work at Runway Visitor Park.

Runway Visitor Park is one of the North West's most popular outdoor attractions. Providing the perfect location for families and enthusiasts to watch the take-off and landing of planes at Manchester Airport, the venue also includes a playground, café, aviation shop and conference facilities.

The café and conference facilities are managed by Manchester Central.

### The Role

#### **Competitive salary up to £31,000pa / 25 days holiday plus bank holidays / contributory pension scheme / free car parking**

Reporting directly to the Hospitality and Event Manager, this role is working on a full time, permanent basis.

We recognise that skills, experience, and potential come in many forms, and we encourage you to apply if you see a strong alignment between your abilities and this opportunity - even if you don't check every box. We are committed to building a diverse and inclusive team and value different perspectives and backgrounds.

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

- Lead and motivate staff during shifts, ensuring excellent service and team performance.
- Plan and manage rotas to ensure efficient, cost-effective staffing across events and operations.
- Liaise with clients, sales teams, and other departments to deliver seamless service.
- Deputise for the Hospitality and Event Manager as required.

The ideal candidate will have:

- Proven experience in hospitality or event supervision/management.
- Strong leadership, communication, and organisational skills.
- A track record of driving sales and enhancing guest experience.
- Confidence managing stock, rotas, and cash handling procedures.

You must:

- Be hands-on and lead by example during busy service periods.
- Be flexible with working hours, including evenings and weekends.
- Uphold high standards of customer service and operational excellence.
- Follow all health & safety and food safety policies.



## Apply

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

Ref: Deputy Manager - RVP

FAO: HR Team

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

## Deputy Manager

<b>Salary:</b>	£31,000pa
<b>Hours:</b>	40 hours per week
<b>Working pattern:</b>	Monday to Sunday 5 days out of 7 Includes some early start times of 6am and late finish times of 3am
<b>Location and business area:</b>	Runway Visitor Park & Concorde Conference Centre – Hospitality, Café and Events
<b>Aim of the role:</b>	The main aim of this role is to effectively support and manage all aspects of the café and clients' hospitality catering operations, delivering a world-class service. To manage the day-to-day operation and deputise in the absence of the Hospitality and Event Manager
<b>Directly responsible to:</b>	Hospitality and Event Manager
<b>Directly responsible for:</b>	Assistant Managers, Supervisors, Casual team and agency staff in Manager's absence

## Main areas of responsibility

- To ensure the assistant managers, supervisors and team are well briefed on their responsibilities and are given constant supervision and motivation on all aspects of their work
- Liaise with, and direct the management team
- Support the timely planning and distribution of all shift rotas for forthcoming events, café operations and activities ensuring a lean and agile approach to staffing whilst retaining excellent service standards.
- Be present during busy times and lead the team from the front
- Communicate effectively with Clients and the sales team at RVP & CCC to ensure delivery of services is efficiently organised
- Deputise for the Hospitality and Event Manager in all aspects of hospitality events delivery
- Drive sales and increase spend per head
- Deliver high levels of customer service and coach the team in these ways of working
- Manage and motivate hospitality teams as allocated, build and maintain an efficient team of employees, driving the team towards the objectives of the business
- Up sell services to exceed customer expectations
- Commit to venue aspirations to provide excellent standards of service
- Maintain and support the activities of the Front of House team to deliver client events
- Support the Hospitality and Event Manager in ensuring all events and staff are at the operational standard expected within the venue
- To ensure that all service staff are briefed as to the clients needs and expectations
- Responsible for stock and equipment levels and maintaining accurate stock counts
- Liaise and support venue teams as required
- Responsible for accurate management of cash and till procedures
- Management of purchase orders
- Adhere to company H&S and food safety policies

## About us:

The café and conference facilities at Runway Visitor Park and Concorde Conference Centre are managed by Manchester Central.

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
Possess a valid food hygiene certificate		✓
Experience		
Comparable role within the hospitality industry	✓	
Proven people supervision	✓	
Knowledge		
Hospitality and events industry		✓
Skills		
Excellent communication skills	✓	
Accuracy and attention to detail	✓	
Self-motivated but also able to work well as part of a team	✓	
A passion for delivering excellent levels of customer service	✓	
Ability to work flexibly in line with business needs	✓	
Personal Attributes		
Professional	✓	