**Job Description**

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Conference and Event Team Leader</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Commercial Services</td>
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<td>Grade:</td>
<td>RHUL 4</td>
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<td>Accountable to:</td>
<td>Deputy conference and event manager</td>
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<tr>
<td>Accountable for:</td>
<td>Catering assistants/ shift leaders</td>
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**Purpose of the Post**

Working closely with the line manager, the team leader will be responsible for the supervision of the team and service within Conference and Events. You will organise the effective set up, service and delivery of external conferences and events as well as internal hospitality as directed by the line manager.

**Key Tasks**

**Role Specifics**

The team leader will oversee the delivery to a high standard of all catering, room set ups and deliveries.

You will assist the line manager with staff allocation, including rotas. Work in conjunction with the line manager to authorise timesheets and rota spreadsheets.

Ensure all Health and Safety legislation is followed.

Provide excellent customer service to a diverse range of customers.

Ordering of stock and completing stock takes as directed by the line manager.

**Leadership/Management/Supervision**

- Assist in the control, training and motivation of all staff in conjunction with the line manager
- Assist with preparing rotas
- Allocate staff to defined work areas as workload and business dictates
- Responsibility for the day to day supervision of all staff on shift including allocation and checking of work and monitoring of timekeeping, absence, sickness and discipline. This will include job chats, 1 to 1 meetings and appraisals

**Strategic/Tactical/Operational**

- Assist with the preparation and delivery of all conferences and events, internal hospitality and high profile college events to a high standard
- Ensuring that key control and recording systems are maintained
- Have complete product knowledge of all hospitality and banqueting menus/wine lists, information on food allergens and dietary requirements

### Financial
- Ensure stock control and recording systems are maintained as per established operational standards and procedures
- Receive and check incoming deliveries and transfers of stock to other departments, completing all documents as per the policies, procedures and systems of the College in relation to financial and operational control
- Check in deliveries as required ensuring goods are as listed and suitable for sale, ensuring stock rotation to keep wastage to a minimum
- Complete monthly stock checks as directed by line manager
- Requisitioning, and when necessary, placing orders for food and non-food items, cleaning materials and equipment in conjunction with the line manager
- Have a good awareness of the department P&L with respect to labour and cost of sales

### Legislative/Compliance
- Ensure compliance with food hygiene, health and safety regulations and safe systems of work, taking remedial action as necessary
- Reporting defects in equipment or facilities, ensuring that the appropriate follow up action is taken
- Attend all training as required including all mandatory and yearly refreshers

### Customer Focus
- Develop a welcoming environment to enhance the student and customer experience; assisting with training and development of catering assistants directed by the line manager
- Dealing sympathetically, professionally and promptly with all complaints, following up any actions as required. This may include dealing with confidential information
- Conduct induction and operational training sessions as directed by the line manager
- A key part of the team helping to review current SOP and help to delivery staff training
- Attend operational meetings
- Gather feedback from Royal Holloway customers

### Administration
- Checking and authorising the recording of fridge and food temperature in the hygiene books
- Checking and authorising hygiene and cleaning checklists, reporting any concerns to the line manager
- Completion of allergen data sheets
- Complete billing on kinetics for both internal and external events
- Completing purchase orders
- Use Kinetics reporting to produce operational plans
- Assisting with writing team rotas
- Myview timesheet authorisation in the absence of the line manager
Demands of the Role

- Ability to work under pressure
- A high level of flexibility is required to cover changes in services, dependant on business levels and requirements
- A clean driver’s licence is essential

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College.

The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Internal and external relationships

The following list is not exhaustive but the post holder will be required to liaise with:

- Customers (student, staff and visitors)
- Conference & Catering Colleagues
- Environmental Health Supervisor
- Commercial Services Colleagues
- Royal Holloway Estates and Maintenance engineers / contractors
- External maintenance engineers / contractors
- External Suppliers
- Delivery Companies
- Catering Management Team
- Royal Holloway Finance Department