

JOB DESCRIPTION

Job Title:	Conference and Event Operations Manager
Department / Unit:	Commercial Services
Grade:	RHUL 7
Accountable to:	Food Services Manager
Accountable for:	All conference and event operation staff
Purpose of the Post	
The Conferences & Events Managers post is a senior management role within the Commercial Services Department and the post holder is responsible for the successful management of the College's Conferences, Events and Hospitality business to optimise revenue and provide superior service.	
Key Tasks	
<p>Role Specifics</p> <p>To manage all day to day aspects of the Conference and Events Operations department ensuring the department performs efficiently and effectively</p> <p>Actively encourage and manage the development of all staff through personal development reviews and effective one to one's, ensuring the departments objectives are achieved</p> <p>Through constantly updated Standard Operating Procedures ensure all staff are trained and motivated to provide excellent standard of service at all times and assist in ensuring Hospitality Assured targets are met</p> <p>Work collaboratively with the college events team and all internal departments to assist and support in all catered events</p> <p>Work collaboratively with the conference and events sales team to ensure the delivery of all external conferences and events to a high standard that not only meets but exceeds our clients expectations</p> <p>Work collaboratively with the kitchen and all outlets to ensure a 'one team' approach</p>	
<p>Leadership/Management/Supervision</p> <ul style="list-style-type: none"> • Maintain complete knowledge of and comply with all departmental policies/service procedures and standards • Manage department through effective delegation and development of the Deputy Manager, Event coordinator, shift leader and catering assistants • Responsible for the recruitment, control, leadership, development, training and motivation of all staff • Overall responsibility for rotas and allocation of staff to defined work areas as workload and business dictates • Overall responsibility for all staff including monitoring of timekeeping, absence, sickness and discipline. This will include job chats, 1 to 1 meetings, return to work interviews and PDR's 	

Strategic/Tactical/Operational

- To host weekly operational meetings with all relevant stakeholders and through effective communication ensure all conferences, events and hospitality are coordinated and managed to the highest standards
- Manage the provision of all AV, IT services and catering requirements
- To ensure a complete knowledge of the conference, event and hospitality product and be fully aware of our terms and conditions
- Deliver all private dining events to the highest standards
- Hold and attend daily and weekly briefings / meetings
- Work alongside/provide support to catering outlet managers including cross training of staff and forecasting of business levels, therefore assisting in maximising resources with a more flexible work force
- Attend all necessary training courses and keep up to date with all industry trends

Financial

- To assist in the preparation and successful delivery of an annual business plan/budget
- Ensure stock control and recording systems are maintained as per established operational standards and procedures
- Manage department to sound financial principles
- Use of financial software for ordering and authorising purchases
- Analyse financial reports to ensure budget targets are being met and react accordingly if not

Legislative/Compliance

- Ensure compliance with food hygiene, allergen awareness, 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
- Co-coordinate daily cleaning schedules and associated equipment.
- Attend all training as required including all mandatory and yearly refreshers

Customer Focus

- Develop a welcoming environment to enhance the student and customer experience
- Serve as first line of escalation and resolution of client concerns
- Conduct induction and ensure all staff attend customer service training
- Proactively work towards ensuring an integrated team approach including the taking on of other tasks required
- Attend client meetings as required
- Gather feedback from Royal Holloway customers
- Analyse the data from feedback to develop continuous improvement

Administration

- Ensure all necessary departmental administration is accurate and up to date

Demands of the Role

- On occasions the post holder maybe required to work additional and unsocial hours
- A high level of flexibility is required to cover changes in services, dependant on business levels and requirements
- Able to take holiday outside of June and July
- A full and 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

Royal Holloway Health & Safety Department

Royal Holloway Communications Department

Royal Holloway Student Life department