JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>DEPUTY CONFERENCE &amp; EVENTS MANAGER</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>COMMERCIAL SERVICES</td>
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<td>Job type</td>
<td>Professional Services</td>
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<td>Grade:</td>
<td>GRADE 6</td>
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<tr>
<td>Accountable to:</td>
<td>CONFERENCE &amp; EVENTS OPERATIONS MANAGER</td>
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<tr>
<td>Accountable for:</td>
<td>CONFERENCE &amp; EVENTS CATERING ASSISTANTS, SHIFT LEADERS AND CONFERENCE ASSISTANTS</td>
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Purpose of the Post
The post holder is responsible to the Conferences and Events Operations Manager to assist with the efficient day to day organisation, management and direction of the Conference, Events and Hospitality Services Operation at the College.

Key Tasks
The main duties and responsibilities include:

To assist with and regularly take charge of the efficient operation and coordination of conference, events and internal hospitality services within the College during both term time and vacation periods for the students, staff and external clients within financial targets. This includes liaising/meeting with clients for the coordination of events/function e.g menu tastings etc.

To have direct control of the internal hospitality business and be responsible for developing the quality and consistency of deliveries.

To be responsible for the recruitment and performance of all staff student engaged in catering events.

Assist the Conferences and Events Operations Manager to ensure efficient and profitable operation of all Conference, Events and Hospitality services and related administrative procedures, including the compilation of accurate and timely charges for the billing process as set out in the Policies and Procedures during both term time and vacation periods.

As directed by the Conferences and Events Operations Manager to assist with the management, planning and delivery of all Conferences, Events and Hospitality events within the College.
As directed by the Conferences and Events Operations Manager to assist with ensuring that the catering operations within the College meet the quality and standards of service expected and to contribute to review meetings before and after periods of conference and events activity to ensure that a process of continual improvement is maintained.

In conjunction with the Conferences and Events Operations Manager and the Porters ensure that the meeting room and equipment requirements for every event meet the quality and standard of service expected by the students, staff and external clients. To ensure that all audio visual equipment is correctly working and if necessary give instruction to conference organisers as to its correct use.

The efficient operation of all policies, procedures and systems of the College in relation to financial budgetary and operational control, paying particular attention to operational stocks, payroll and adherence to statutory requirements.

In conjunction with the Conferences and Events Operations Manager to assist with the management of the recruitment, organisation, leadership, development and motivation of all staff that work in the Conference, Events and Hospitality area and ensure they receive the training necessary to enable them to carry out their role effectively.

Assist with the purchasing of all supplies, furniture and other equipment and materials for use in the Conference, Events and Hospitality Services areas according to the Policies and Procedures determined by the College.

To continually strive to improve the quality of the services delivered and customer care provided by members of the Conference, Events and Hospitality areas. In doing so, regularly monitor standards achieved and take corrective action when needed to ensure they are maintained at prescribed levels and deal sympathetically, professionally and promptly with all complaints as per the agreed policies and procedures.

Endeavour to maximise the revenue (and profit) earning potential of the operation.

Ensure the safety of staff, students and visitors in the Conference, Events and Hospitality areas and that the areas operate according to all statute or regulation governing their service/function and strive to make it the model for best practice in its field.

As directed by the Conferences and Events Operations Manager in conjunction with the Conference Sales Manager to meet regularly with the customers to ensure the relations and communications with staff and external customers at the service areas are properly maintained.

In exceptional circumstances carrying out duties on a temporary basis as requested by the Head of Conferences and Catering to maintain the overall effectiveness of the Conference, Events and Hospitality Services operations within Campus Services.

To liaise with other key Managers within the Operations Division to ensure effective links are established and developed within Campus Services.

Acting as Duty Manager on a rota basis as business requires.
Any further duties, which may reasonably be required to maintain the overall effectiveness of the Campus Services Department.

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