



## **Wivenhoe House Hotel Ltd**

### **Job Pack - Conference & Events Operations Supervisor**

Wivenhoe House is a beautiful 18th Century four-star hotel, near to the pretty quayside village of Wivenhoe, and minutes from Britain's oldest recorded town, Colchester. The hotel not only offers luxury, overnight accommodation, but also accommodates, weddings, conferences, private parties and more. Wivenhoe House runs popular hotel events and has a thriving brasserie bar & restaurant which includes a 110 cover modern restaurant and 120 cover banqueting facilities.

The successful candidate will join a busy and dynamic Conference & Events team and be working alongside the Conference & Events Operations Manager.

#### **The Role and Duties**

The main duties of the post will include the supervising of hotel events which includes the setting up and running of conferences, events, weddings and parties making sure guest expectations are met and service excellence is delivered in accordance with hotel standards at all times.

In addition, you will also be required to assist with and oversee the training of students; coaching and mentoring them in tasks required by the Conference & Events Department. As part of your role you will be required to lead and be hands on in day to day front and back of the house duties, holding regular team meetings and pre and post event briefings with the delivery team.

#### **Qualifications and Skills required**

Candidates will have experience of working at a similar level within a similar operation and will have a good working knowledge of setting up, functions weddings, parties, conferences, etc. including the running and closing down of such. This is a hands-on role where you will need to be confident in meeting customer/guest expectations and have an understanding of the use of tills, cash management and bar work and you will be able to demonstrate professionalism and composure whilst working under pressure in an often fast paced environment.

You will preferably be qualified to NVQ level 5, or similar, and experience of training staff would also be advantageous as the Hotel also works with students of the Edge Hotel School.

If you are able to deliver customer service to a high standard, communicate effectively with clients and colleagues and have exceptional attention to detail then we would like you to join our team.

This is a shift based role, working 40 hours per week, including early starts, late finishes and weekends. The role is also physically demanding requiring movement of furnishings in order to be able to set up for events.



### **Job Description**

<b>Job Title:</b>	Conference & Events Operations Supervisor
<b>Contract Type:</b>	Permanent, full time
<b>Hours:</b>	40 hours per week (to be worked flexibly 5 days from 7)
<b>Salary:</b>	£21,059 per annum
<b>Department/Section:</b>	Wivenhoe House Hotel Ltd, Conference & Events Operations Department
<b>Responsible To:</b>	Conference & Events Operations Manager
<b>Purpose of Job:</b>	To supervise the operations team to ensure the smooth running of conference, events and wedding bookings** and to ensure that all customer requirements are met on the day of the event.

#### **Duties of the Post:**

Please note that applicants must be physically able to carry out the duties of the post which includes setting up tables, chairs and other equipment in order to meet the needs of our customers.

The main duties of the post will include:

1. To oversee the set up and running of conferences and events to ensure that customer expectations are met.
2. To follow a detailed function sheet to ensure the setup of the event is correct and the running order of the event is followed.
3. To ensure the effective breakdown of functions and facilities and that equipment is safely stored.
4. To ensure customer requirements for conference and events are made available to all stakeholders in good time.
5. Ensure that all Conference and Events employees (including students) are correctly and smartly dressed at all times, and that they offer professional and courteous service to their customers.
6. Deliver service excellence in accordance with hotel standards at all times.
7. Ensure that stock levels are maintained to ensure that Events run effectively whilst meeting budget requirements.
8. Motivate and delegate tasks to students working with the Conference and Events Department.
9. Work closely with the professional practitioners and academic practitioners to ensure that students receive appropriate mentoring and coaching to achieve their required learning outcomes and complete student professional competency reports.



10. Ensure maximum security in all areas under your control and that staff are fully aware of the importance of key security.
  11. Work with the Conference Manager to evaluate feedback and incorporate learning into future plans.
  12. Ensure that all Conference and Events areas are clean and well maintained and ready for viewings when not in use.
  13. To be readily available at all times to deal with problems or complaints.
  14. Carry out systematic checks of department for maintenance requirements, repairs or refurbishing, ensuring that these are reported to the Conference and Events Manager.
  15. Monitor trends within the industry and make suggestions on how these could be implemented.
  16. Ensure that your department is a 5\* place to work.
  17. Ensure that company and statutory hygiene / legal standards are maintained in all areas.
  18. Work with the Conference and Events Manager to ensure that profit margins are maintained, agreed costs are met through effective control systems, including issuing against dockets, sales analysis, menu costings and cash checks.
  19. Undertake any reasonable duties as requested by the General Manager or his nominee.
- \*\*Our events include, corporate day delegates, corporate weekly delegates, university meetings, lunches/dinners, banquets, civil wedding ceremonies and wedding parties.

These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances and do not form part of the contract of employment.

**Person Specification:**

Qualifications/Training

	Essential	Desirable
• Hospitality Qualification to NVQ Level 5 or similar		X
• Minimum 5 GCSEs at Grade C or above including Maths and English		X

Experience/Knowledge

	Essential	Desirable
• Experience at a similar level with a 4 or 5 star operation	X	
• Previous supervisory experience	X	
• Experience of coaching or mentoring		X



Skills/Abilities

	Essential	Desirable
• Ability to deliver 5* customer service	X	
• Exceptional attention to detail	X	
• Ability to work under pressure	X	
• The ability to communicate effectively with clients and colleagues both orally and in writing	X	
• The ability to delegate tasks to colleagues and students, whilst maintaining high levels of service and team motivation	X	
• Excellent organisational skills	X	

Other

	Essential	Desirable
• Ability to meet requirements of the UK right to work legislation*	X	

\* The University has a responsibility under the Asylum, Immigration and Nationality Act 2006 to ensure that all employees are eligible to work in the UK. Prior to commencing employment, the successful candidate will be asked to provide documentary evidence to this effect. Please note that the University will not be able to issue a Tier 2 Certificate of Sponsorship for this post.