



Wivenhoe House Hotel Limited

Job Pack – Conference & Events Operations Manager

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.

An exciting opportunity has become available in our Conference & Events Department and we are seeking a C&E Operations Manager to join our friendly team in a busy, challenging and rewarding environment. This is an exciting opportunity for a person with excellent, hands on C&E operations management experience to join our team.

Wivenhoe House is also home to the Edge Hotel School and presents a remarkable opportunity to be a part of the moulding and training of future hoteliers and Events Managers as they undertake the practical aspect of their Degree training whilst on rotation in the Hotel.

More information on the hotel can be found at the following link: <http://www.wivenhoehouse.co.uk/>

The Role and Duties

The C&E Operations Manager will have overall responsibility for the management and the day to day operation of the Conference & Events Department while contributing to the overall achievement of business goals; ensuring consistent standards of service are maintained.

The C&E Operations Manager will contribute to the profitability of the business through the management of the team and maintaining effective cost control. They will create an environment where the team are motivated and encouraged to maximize sales and revenue. The C&E Operations Manager will oversee all C&E operations to ensure the overall economic and service goals for the Hotel are delivered consistently at all times.

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 requiring strong leadership skills where you will need to be confident in meeting customer/guest expectations and managing a team of staff and students. You will be able to demonstrate management of meeting business critical deadlines with professionalism and composure whilst working under pressure in an often fast paced environment.

You will preferably 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. You will also be required to be physically able to carry out the role as there can be heavy lifting and moving of equipment involved in organising some events.



Job Description

Job Title:	Conference & Events Operations Manager
Contract:	Full time, permanent
Hours:	40 hours per week (to be worked flexibly 5 days from 7) commencing June 2021
Salary:	£28,467.00 per annum
Responsible to:	Food & Beverage Operations Manager
Responsible for:	Managing a team across Conference & Events Operations
Purpose of job:	Overall responsibility for the operational management of all conferences, events and functions, ensuring high customer satisfaction, high standards whilst adhering to all health and safety protocols. Ensure correct staffing levels, whilst being mindful of maximising revenues and achieving budgeted profits.

Duties of the Post:

1. To manage and lead the operations team, ensuring that there is clear communication at all times.
2. To liaise with the C&E Sales Department ensuring all guest requirements are met during the running of any events.
3. Report to the Food and Beverage Services Manager and work with him/her to ensure preparedness.
4. To ensure that all Conference & Events (C&E) employees are following the grooming policy correctly.
5. Offer professional and courteous service to guests.
6. To be fully aware of Licencing Laws and regulations ensuring that these are adhered to at all times.
7. Responsible for security in all areas and that team members are fully appraised the importance of this, including management of tills.
8. To manage and facilitate the setup, running of and close down of all C&E events.
9. To ensure the safe keeping and storage of all hotel owned or hired equipment.
10. To ensure that function rooms, bars and cloakrooms are clean and well maintained and that all glassware, crockery and table settings/decorations are appropriately stored.
11. To be readily available at all times to deal with customer queries, problems or complaints.
12. In liaison with the Head Chef and Food & Beverage Services Manager, to ensure that food and beverage gross profit is achieved in line with budget.
13. To ensure that monthly stock takes are conducted.
14. To carry out regular checks of all C&E areas for maintenance, repairs or redecoration, ensuring that these are actioned in a timely manner.
15. To hold at least one performance appraisal per year with all members of the C&E Operations team, identifying areas of strong performance, development and training needs, specifically; leadership, direction and appraisal of C&E Supervisor and Team Leaders.
16. To carry out student inductions and orientations, and performance reviews (PCRs) in line with the expectations of the Edge Hotel School.
17. To ensure that all the C&E operations team are fully trained including company induction, health and safety, food safety, fire safety, allergen and food and beverage SOP's in line with company expectations including any required weekly and monthly training.
18. To carry out hotel Duty Management as and when required.
19. To attend Management Meetings as required including monthly HOD meeting.
20. To ensure accurate and timely submission of all reports and administrative work including management of rotas for staff and Student Practitioners, and risk assessments.
21. To manage the holiday process for the C&E operations team ensuring that holidays are taken so as not to effect demand.
22. To ensure that company Health, Safety and legal are maintained in all areas.
23. To take responsibility for own personal development by attending training sessions and meetings when required and to operate in line with the training or information received.

24. To monitor trends within the industry and make suggestions how these could be implemented.
25. To undertake any reasonable duty as requested by the General Manager or his designate.

NB. team refers to both employees of WHH and students on rotation from EHS

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

Post Title:	Conference & Events Operations Manager
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Qualifications /Training	Essential	Desirable
▪ Hospitality qualification to NVQ Level 5 or similar		X

Experience/Knowledge	Essential	Desirable
▪ Previous Hospitality experience at management/supervisory level	X	
▪ Experience of managing revenues and payments	X	
▪ Experience of working with computerised systems	X	
▪ Experience of managing events both corporate and private	X	
▪ Experience of a 4 or 5 star operation		X
▪ Personal licence holder		X

Skills/Abilities	Essential	Desirable
▪ Excellent communication skills	X	
▪ Good people management skills	X	
▪ Exceptional customer care skills	X	
▪ Good organisational skills.	X	
▪ Excellent interpersonal skills	X	
▪ Proven experience of delivering training/coaching		X

Other	Essential	Desirable
▪ Be able to undertake the physical aspects of this post	X	
▪ Ability to meet requirements of the UK right to work legislation	X	