Job Description

Service:	Leisure, Health & Environment
Job title:	Events & Hospitality Manager
Grade:	F
Hours of work:	37 hours per week
Responsible to:	Leisure & Operations Manager
Responsible for	
Direct reports:	3 FTE
Indirect reports:	15-20 Variable
Budget:	£700k

Purpose of Post:

To ensure the effective day-to-day management of the Burgess Hall, including specific duties relating to staffing and the development of facilities and services. To maximise the financial performance and enhance Burgess Hall's reputation within the events and hospitality industry.

Create and establish a long-term vision and operating model for Burgess Hall. To manage and oversee the conceptual planning, execution and delivery of all events, functions and services relating to Burgess Hall.

Key Deliverables:

1. To deliver effective event and diary management of the Burgess Hall and ancillary areas, to assist in the operational duties subject to the requirements of the function schedule and to consult with other service managers whilst maintaining excellent levels of customer care that promote and reflect the image of the Centre.

2. Operational management of Burgess Hall, bar operations & catering facilities on a 7-day rota basis whilst promoting and maintaining excellent customer relations.

3. Enhance and highlight Burgess Hall as a “Venue of Choice” raising the profile of the venue within the Weddings & Special Occasions sector. Create a bespoke Brochure physically and online. Reach out to industry publications and networks to ensure Burgess Hall is well represented.

4. To effectively manage all staff whilst on duty, including direct supervision, support tasks and workload management, motivation, discipline, and development to ensure the efficient and effective operation of the Centre.

5. Management of the Burgess Hall office and administrative processes through the supervision and support of the administrational team

6. To attract, plan and execute all medium to high priority events and functions and be the senior manager on duty over a 7-day period subject to the event schedule

7. Work within pre-set budgets to ensure expenditure control whilst maximising all potential income revenues and driving event sales.

8. Set-up a network of event finders to help support and manage identifying bookings of key contacts and networks to strengthen Burgess Hall as a desired venue to achieve annual revenue turnover

9. Manage the marketing, promotion and development of the Burgess Hall and its functions using available resources and market research and consult with the customer to agree and record accurate function requirements to meet the Centre’s financial goals and objectives.

10. Act as the One Leisure senior advisor to the Business and Operations Manager and Head of Leisure to develop and implement a “re-launch” strategy for Burgess Hall inclusive but not limited to look and feel, capital investment and portfolio of events to be catered for setting up the venue to succeed

11. Assist with Burgess Hall event programming, taking the lead on specific events from planning to delivery.

12. Ensuring the successful delivery of the Burgess Hall functions and events through customer liaison to event management.

13. Develop business to enhance event ticket sales and sales of venue hire, seeking opportunities to generate additional income and maximise spend across all Burgess Hall services including bars and catering.

14. Ensure a customer friendly and efficient service is provided at all events, whilst constantly reviewing and developing this area of the business.

15. Responsibility for the security of facilities, hall presentation and maintenance, equipment operation, sign appropriate timesheets and orders within financial and accounting regulations and Centre operating procedures.

16. Maintain and develop the highest levels of service, safety, and security with particular reference to risk assessment, Health, and Safety and COSHH regulations.

17. Recruit & induct part-time and variable hour's staff; undertake regular Performance Development Reviews against Key Performance Areas agreed with the employee; undertake Performance Development Plans in consultation with the Burgess and Operations Manager; and assist in the progression and monitoring of a Workforce Development Plan, including compiling training records and identification of future training needs

18. Contribute to the corporate leisure service of Huntingdonshire District Council and promotion of a positive image of Huntingdonshire within the Centre's catchment and beyond.

19. HDC is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

20. To undertake any other duties as may be required at any One Leisure site and have means of or access to transportation.

This job description is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable in order to respond to other duties that may be required from time to time and the changes and developments within HDC. This post will be required to take part in Emergency Planning; and to be part of the emergency on call response rota.

	Essential (E) or Desirable (D)	Method of assessment
Knowledge and Qualifications		
Degree in events & hospitality or equivalent experience.	(E) Essential	Application form Interview
Extensive knowledge of the Events & Hospitality industry.	(E) Essential	Application form Interview
Using customer insight effectively to deliver services that meet customer needs.	(E) Essential	Application form Interview
Performance monitoring and management – to include financial and non-financial information.	(E) Essential	Application form Interview Assessment
Excellent communication skills including verbal, written and presentation skills.	(E) Essential	Application form Interview
Project management skills, problem solving, organisational and planning skills.	(E) Essential	Application form Interview Assessment
IT literacy: ○ Leisure Centres bookings and member relations management system.	(E) Essential	Application form Interview

○ MS Office.		
Ability to work at pace, with multiple tasks and within deadlines.	(E) Essential	Application form Interview
Report Writing and presenting.	(E) Essential	Application form Interview
Use of MRM +2 Management System or G360.	(D) Desirable	Application form Interview
BIIAB Personal License Holder.	(D) Desirable	Application form Interview
Working knowledge of current Health & Safety and employment legislation.	(D) Desirable	Application form Interview
Negotiation and influencing skills.	(D) Desirable	Application form Interview
Experience		
Experience of Event Planning and Delivery.	(E) Essential	Application form Interview
Management experience of events in a leisure environment.	(E) Essential	Application form Interview

Staff recruitment, selection requirements for events & hospitality.	(E) Essential	Application form Interview
Budgetary management – including budgetary planning and monitoring.	(E) Essential	Application form Interview Assessment
Proven successes in the planning, promotion, organising and delivery of events.	(E) Essential	Application form Interview
Skills and Abilities		
Includes financial factors in their analysis and decision-making.	(E) Essential	Interview Assessment
Monitors the flow of money through their own function.	(E) Essential	Interview
Actively manages their budget, including forecasting.	(E) Essential	Interview
Identifies opportunities to make the Burgess Hall more competitive, efficient, and profitable.	(E) Essential	Interview Assessment
Shows an understanding of the markets the organisation wishes to target (both	(E) Essential	Interview

customer expectations and commercial factors of service provision).		
Demonstrates an understanding of the industry's products and services.	(E) Essential	Interview
Shows an awareness of best practice, the organisation's competitors and their products and services.	(E) Essential	Interview
Decision Making and Impact on Others What impact the decisions made by the post holder would have on others across the Council	• Makes and communicates clear decisions • Balances risks and benefits of various options and decisions • Takes responsibility for the outcomes and impact of their decisions and those they delegate • Delegates decision making appropriately • Considers diversity issues when making decisions • Incorporates a range of views when making their decisions • Considers all relevant data when making decisions	
Communication with Internal and External Customers What customers the applicant would be in contact with in the job	• Develops and maintains productive relationships with internal and external customers • Explores the customer's situation with them to develop a fuller understanding of the underlying need • Delivers what they have agreed with the customer • Takes action to exceed customer expectations • Advocates customer satisfaction as a key value for themselves and the council • Deals effectively with dissatisfied customers Internal customer contact 50% External customer contact 50%	

Personal Attributes and Other Requirements In this section please list any other qualities you are looking for from the applicant (E) Essential (D) Desirable	**Influencing:** • Demonstrates confidence in their position (E) • Makes use of personal and professional networks to gain support, learn from others and increase their opportunities to influence (E) • Is aware of own emotions and manages them for maximum influence during negotiations (D) • Is credible and confident when presenting and communicating (D) **Planning & Organising:** • Explains and clarifies the objectives (E) • Establishes clear actions and timeframes with deadlines and milestones (E) • Ensures the effective and efficient use of time and resources (E) • Identifies what is required before each task can be begun or completed (E) • Monitors progress against the plan and acts accordingly (E) • Allocates work based on an understanding of own and others' strengths and weaknesses (D) • Creates contingency plans to enable them to deal with factors that might interfere significantly with their plan (D) **Innovation:** • Challenges the status quo suggests innovative approaches to old problems (E) • Generates new ideas and creative solutions (E) • Applies existing methods in new ways or new situations (E) • Encourages a safe environment that will facilitate creativity in others and where people are willing to challenge (E) • Seeks new ideas (E) • Finds ways to turn their own or others' ideas into action (D) • Shares innovative practice with others (D)

	Flexibility: • Is prepared to work across a 7-day period to deliver outstanding events and functions (E) • Is prepared to adapt their approach to overcome obstacles (E) • Is prepared to adjust their interpersonal style to respond to the needs or preferences of others and the situation (E) • Re-prioritises appropriately when faced with a change in requirements (D) • Responds constructively to a change in agenda or priorities (D) • Revisits their decisions when presented with new information (D)
HDC values	The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team. **Inspiring:** We have genuine pride and passion for public service; doing the best we can for customers. **Collaborative:** We achieve much more by working together, and this allows us to provide the best service for customers. **Accountable:** We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers. **Respectful:** We respect people's differences and are considerate to their needs. **Enterprising**: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.

Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

(The above lines need to remain in all JD. The lines below, delete as applicable – this is for roles where you are working with vulnerable adults or children)

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children