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| **Job Description** |  |
| **Job title** | **Front of House Manager (Conferencing)** |
| **Department** | Front of House, Catering |
| **Reports to (Position Title)** | Head of Catering |

*This document outlines the output and key accountabilities required of the post holder, as well as skills, qualifications and experience needed in order to carry out the role. It is not a definitive list.*

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| **Purpose of the role** |
| The Front of House Manager (Conferencing) will oversee and manage a portfolio of established and new clients, across a wide spectrum of events at Gonville & Caius. They will be responsible for all aspects of event operations, including logistics, execution, and will require proven outstanding client relationship management. This is a role that requires excellent communication and organisational skills, as well as a keen eye for detail for internal and external events. The focus for this role is to ensure the delivery of excellent customer service and experience. Deputising for and working closely with the Head of Dining Services. |

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| **Background information** | |
| **Based at** | Gonville and Caius College, Trinity Street, Cambridge, CB2 1TA. |
| **Hours of work** | 40 hours per week |
| **Contract type** | Full time & Permanent |
| **FTE** | 1.0 |
| **Qualifications** | A hospitality-based background with an excellent knowledge of the conference, events and accommodation market. Educated to at least A level/NQF3 |
| **Key skills** | * Possess great organisation skills * Have exceptional communication skills * Have a proactive attitude |
| **Work experience** | * Hospitality and event delivery experience |
| **Budget responsibilities** | N/A |

| **Main duties and Responsibilities** | **Time / Frequency** |
| --- | --- |
| * Supervise and facilitate teams throughout the lifecycle of event delivery including:   + Interrogating KX for details of forthcoming events,   + resource allocation, planning, ordering,   + the setting up of rooms,   + client liaison on the day,   + pack down and re-setting of the rooms,   + post event evaluation,   + closeout of the client experience at Gonville & Caius | Daily |
| * Ensure a high standard of presentation and delivery across all conferences, meetings, and events | Daily |
| * Brief staff from teams such as Catering, Housekeeping, IT and Porters with daily activities including all event prepping as well as other duties needed for visiting conference and event guests | Daily |
| * Conduct all appropriate pre-event, event hand over and event de-brief discussions | Daily |
| * Work with and develop supplier relationships for the benefit of the College | Daily |
| * In respect of dining services:   + To oversee and manage all student and conference functions, manage and liaise with the Fellows’ Butler to ensure that appropriate levels of service are provided for Fellows’ lunch and high table   + To be present as required at major College functions | Daily |

**FURTHER REQUIREMENTS & INFORMATION RELEVANT TO THE ROLE**

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| **Additional role requirements** | **Yes** | **No** |
| DBS check |  | x |
| Lone working | x |  |
| Manual handling | x |  |
| Working at height | x |  |
| Uniform required |  | x |

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| **Training requirements** | **iHasco ID** | **Duration** | **Yes** | **No** |
| Anti-Bribery | 113 | 29 | x |  |
| Bullying and Harassment for Managers | 414 | 30 | x |  |
| COSHH | 628 | 26 | x |  |
| Cyber Security Awareness | 6428 | 39 | x |  |
| Display Screen Equipment | 2571 | 32 | x |  |
| Equality, Diversity & Inclusion | 3874 | 60 | x |  |
| Fire Awareness | 415 | 30 | x |  |
| Food Allergy Awareness | 415 | 30 | x |  |
| Food Safety & Hygiene (Level 3) | 2161 | 180 | x |  |
| GDPR UK: Essentials | 3627 | 38 | x |  |
| HACCP Level 2 | 1109 | 35 | x |  |
| Health & Safety for Managers & Supervisors | 209 | 43 | x |  |
| Manual Handling | 471 | 35 | x |  |
| Personal Protective Equipment (PPE) | 2613 | 38 | x |  |
| Prevent Duty | 405 | 22 | x |  |
| Slips, Trips & Falls | 1913 | 30 | x |  |
| Working in Licensed Premises | 306 | 60 | x |  |
| Working at Height | 1078 | 39 | x |  |

**Team Responsibilities**

* Participate in team meetings when required.
* Share ideas for improvements.
* Help other employees when you have spare capacity or time.
* Help cover staffing shortfalls when required.
* Help to keep the department calm by working well and showing consideration for others.

*This role profile outlines the duties required at the current time to indicate the level of responsibility. It is not intended to be a comprehensive or exhaustive list and may be varied by the College management to include other reasonable requests which are up to the same skill level, and of the same type, already undertaken and which do not change the general character of the job or the overall level of responsibility.*

**Health and Safety**

All employees must adopt a responsible attitude towards health and safety and to comply with any procedures as required by the College in order to ensure the health and safety of themselves, their colleagues and any other persons that may be affected by their actions. They must be prepared to undertake any training provided in relation to health and safety or which is identified as necessary in relation to their work.

**Continuous Professional Development**

Caius is supportive of continuous professional development and opportunity for training and development will be provided.

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| **Person Specification** |

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|  | **Criteria** | **Essential/**  **Desirable** | **Assessment Method: A** - Application **I** - Interview **T** - Test |
| **Qualifications and training** | * A Level / NVQ equivalent | E | A |
| * Relevant professional experience / accreditation | E | A/I |
| **Knowledge, skills and proven abilities** | * Hospitality and event delivery experience | E | A/I/T |
| * Excellent organisational skills | E | I/T |
| * Demonstrates exceptional communication skills | E | A/I/T |
| * Demonstrates a customer service attitude with a desire to exceed expectations | E | A/I/T |
| * Highly organised, remains calm, focused and diplomatic under pressure | E | I/T |
| * Experienced in using Kinetics. | E | A/I/T |
| * Confident IT user | E | A/I/T |
| **Behaviours** | * Demonstrates a proactive attitude, creative and resourceful | E | I/T |
| * Displays initiative, common sense and diplomacy | E | T/I |
| * Willing and able to work to tight deadlines | E | I |
| * Self-motivated | E | I |
| * Thorough and conscientious with attention to detail | E | T/I |
| * Demonstrates sensitivity and discretion | E | T/I |
| * Friendly, co-operative, helpful and approachable | E | T/I |
| * Willingness to learn new skills | E | I |
| * Adopts a friendly but respectful rapport with clients | E | I |
| * Adaptability and flexibility, willing to embrace change | E | I |

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