

JOB DESCRIPTION

Job Title:	Head of Convention Centre Events
Location:	ACC Liverpool
Responsible To:	Head of Operations
Responsible For:	Event Managers, Junior Event Managers, Floor Managers, Supervisors & Events team

Scope and General Purpose-

To ensure that all Events within the ACC Liverpool, are provided with the optimum level of equipment, services, product and staff, to ensure that the best possible standard of service is offered whilst effectively controlling costs.

Key Attributes – Essential

- Excellent communication skills
- Passion for working with people
- Passion for working with food, beverage and service
- Excellent attention to detail
- Exceptional time keeping skills
- Exceptional personal presentation
- Competent financial knowledge

Operational Excellence

- To be fully accountable and responsible for all events from start to finish – planning, delivery and post event
- To take events from operational planning to successful delivery, ensuring the success of each event is measured by KPI'S, such as health & Safety, customer feedback and financial controls and to support the operations team to do the same on their events.
- To implement consistent standards of operation in line with client and company needs and expectations and ensure these are actioned by the operations team
- Assist the Account Management team in ensuring that all operational requirements for each event are met at all stages
- Ensure that all areas are set and prepared to meet with event requirements
- Ensure that all areas are effectively closed down to ACC standards
- Ensure cash up procedures are followed
- Ensure company uniform standards are adhered to across all areas
- Attend and chair weekly operation meetings
- Lead the operations team to ensure maximum efficiency and productivity of staff
- Communicate with the client of each event and co-ordinate their requests so that their requirements are met
- To maintain and develop client relationships
- Strive to exceed customer expectations
- Work with the Head of Operations to create all costed rotas ensuring these are in line with set budgets

- Work with the General Manager and Head of Operations to ensure all events are costed and profitable in line with budget.
- As a senior member of the operations team be a figure head; set and maintain high standards of food, beverage and service in a style which Centerplate is renowned for
- Be on hand to help your client when needed and instruct the team as required
- To effectively manage your team and provide them with the information and tools with which to achieve their roles
- Lead your team by communicating and motivating individuals effectively towards achievement of objectives, in particular Floor manager's & supervisors.
- Support the control of all stock levels and ensure wastage and out of date stock are kept to a minimum
- Administer stock stakes as per company policy
- Lead personal development of operations team through coaching and structured personal development planning.
- Work with the Training Manager to support the recruitment process and development of the kitchen brigade at all levels. Strive to have a passionate, award-winning team; known to be the best in the business.
- Ensure that all employees are thoroughly briefed prior to every event and capable of expectations.
- Assist the Training Manager to build a quality team of staff and motivate the team with a succession planning approach
- Undertake performance reviews with team members and set measurable personal development plans & objectives.

Duties & Responsibilities:

- Support the Head of Operations to ensure that financial targets are met or exceeded
- Ensure that all members of the operations team are fully aware of and achieve their objectives
- Communicate with Head of Operations in respect of personal development, training, appraisals and long-term objectives
- Support the Head of Operations with financial forecasting and labour management
- Ensure all purchasing policies are followed when ordering any stock items or products and that these policies are adhered to by the rest of the operations team
- Be accountable for all wet stock on site, be this purchasing, storing or stocktaking.
- To be aware of and ensure that those responsible to you are aware of all legislation that is relevant to your work and ensure that all legal requirements are met including: Health and Safety at Work, Food Safety, Allergens, COSHH, Environmental Health, Fire Precautions and any others.
- Adherence to all Company Policies

Occasional Duties

- To assist at Company's Major Events when able to do so.
- Attend training courses designed for personal development.

This job description is non-contractual and is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at time of writing.