

Job Description:
Assistant Conference & Events Manager

|  |  |
| --- | --- |
| Function: | Sports Leisure & Travel |
| Position:  | Assistant Conference & Events Manager  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Cécile Morrison, Business Manager Conference & Events Manager |
| Additional reporting line to: |  |
| Position location: | Ascot Racecourse |
|  |
| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To manage the Business & Events Operations to the agreed standard set by our client.
* To liaise with the Planning Department, Ascot hospitality and Ascot Business and events to ensure a seamless service to all clients.
* To assist in developing long term ‘win win’ relationships with key clients and accounts, creating scope for repeat business.
* Performance manage the team of casual staff on event day
* Assist with training and development of core casual team
* Provide the Conference and Events manager with operational and administrational support.
 |
|  |
| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. |
| Revenue  | * £1.5 million
 |
| Characteristics  | * N/A
 |

Draft. Version: 27-03-2014

|  |
| --- |
| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
| Cécile MorrisonBusiness Conference & EventsAssistant ManagerConference & Events |

|  |
| --- |
| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * There is a proactive attitude to continuous improvement with regular meetings to review service styles and menu offers as well as customer feedback, making the need for attention to detail and innovation key.
* Client feedback is reviewed both during and post the event to identify recurring themes or look for ways to make a positive change.
* To manage client expectations and deliver the event base on the function sheets provided by the Ascot.
 |

|  |
| --- |
| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Management of all internal meeting on site – ensuring of the smooth running and delivering the same standard as the external events.
* Co – ordinate with all relevant teams to ensure that all non-raceday events are set up in a timely manner and to the required standard in line with each client’s requirements.
* On operational days ensure there is a tight control of the liquor on site and ensure that close down is done correctly, so stock can be tracked and invoices raised appropriately.
* To maximise use of facilities.
* Ensure that the C&E standards manual is kept up to date, and all staff and managers are aware of and trained against these standards
* Attend the pre-event briefing lead by the Ascot sales team in order to ensure a full understanding and operation of the event and key contact communication.
* To ensure that the operation team delivered exceptional service standards & offers in line with C&E strategy
* To ensure that breakdown of the event have been scheduled in time frame suitable for the business and all areas have been audited before handed back to the racing team.
* To undertake full responsibility for the stock management and maintenance of the all C&E specific equipment
* Stock control of C&E consumables
* Housekeeping and security of C&E storage areas
* And any others relevant C&E assignments as required by the Business Conference & Events Manager
 |

|  |
| --- |
| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * To ensure that before operating any event, it complies with both Sodexo & Ascot health & safety policies.
* To attend weekly C&E meetings and ensure that all support services are present to capture all requirements.
* Manage in conjunction with Ascot the planning, operation and break down of all non raceday events
* Assisting the daily management of the core causal team
* Support other areas of the business as appropriate.
 |

|  |
| --- |
| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * At least 2 years’ experience in Conference & Banqueting operations within a 4/5 star hotel
* Diary and cost control
* Resilience to manage multiple tasks and prioritise importance in terms of operations and planning
* Experience of man management, training and the development people
* Management experience of a large events
* Experience in using Microsoft Office
* Application of an eye for details to all areas of C&E details
* Willing to work with flexible working hours
 |

|  |
| --- |
| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| * **Growth, Client & Customer Satisfaction / Quality of Services provided**

 To have the ability and need to grow professionally as the business has (currently 1.5 million pounds of sales in 2016/17) a desire to achieve goals and exceed them* **Rigorous management of results**

A professional need to implement high standards and a want to continually improve those standards. whether its team performance, management function and including cost savings and improved up sales of products and services into events* **Brand Notoriety**

Keeping the equity of the Sodexo & Ascot brand strong, this is reflected in all activities undertaken to keep clients engaged and motivated to keep on coming back and to fully embrace the standards of Sodexo and to communicate it outwards * **Commercial Awareness**

Understand the profitability of the business process and to ensure that all events costing work towards this standard is of vital importance.* **Employee Engagement**

It is important to have people skills that allow for open engagement of communication with employees and the wider team.* **Learning & Development**

Professional development is a continuous process and a need to that has to be addressed in yourself so that you can train and develop your team and its employees * **Leadership & People Management**

As a leader you have to be the example and the point of reference as to how to act, behave and to deliver. Leadership is a way of being and delegate task and responsibility to your managers and to recognise skill sets and to work to individual strength and to offer guidance in all aspects of the business* **Innovation and Change**

To have a want and a need to push boundaries a drive to accelerate innovation and continually review and implements improvements in all aspects of your roll and the team you manage  |

|  |
| --- |
| 9. Management Approval – To be completed by document owner |
|

|  |  |  |  |
| --- | --- | --- | --- |
| Version |  | Date |  |
| Document Owner |  |

 |

|  |
| --- |
| 10. Employee Approval – To be completed by employee |
|

|  |  |  |  |
| --- | --- | --- | --- |
| Employee Name |  | Date |  |

 |