

Job Details	
Job Title:	Hospitality & Events Manager
School/Dept/Institute & Centre:	Estates & Facilities Directorate
Reports to:	Catering and Hospitality Manager
Grade:	4 Full Time
Appointment period:	Permanent
Current Location:	Mile End Campus

Job Context

The Hospitality and Events Manager is a senior post within the Catering and Hospitality department and reports directly to the Catering and Hospitality Manager. The Catering and Hospitality Department currently provide hospitality and event food and beverage services via a number of unique events and venues and the post holder has overall responsibility for the management and operational delivery for all hospitality events and functions including, guest dinners, weddings, conferences, Academic functions and business meetings.

Job Purpose

The purpose of the role is to promote and grow the Catering & Hospitality offer through stakeholder engagement, proactively identifying and implementing opportunities to continuously improve customer service, quality of offering, profitability and income generation. The post holder will also be responsible for service standards and operating procedures and to ensure compliance with all policies, procedures relating to Food Safety regulations and Health and safety at work.

The post holder will play a key role in leading and developing the hospitality team and function at QMUL ensuring that staff are trained and equipped to deliver an excellent customer experience.

- Main Duties**
- To liaise directly with the Sales and Events Team and customers, ensuring that hospitality for events is delivered to the agreed specification.
 - To support the Catering and Hospitality Manager by contributing to the delivery of the Catering Hospitality strategic plan, including delivery and meeting set KPI targets and reporting.
 - To process daily the bookings, assigning, briefing and delegating work tasks to the team, and ensuring completion.
 - To liaise daily with the Bookings Administrator for any bookings and amendments.
 - Prepare and plan the requirements for the events, liaising with suppliers to ensure accurate costs and timely delivery / collection of any materials required.
 - To plan the preparation and layout for the events / services.
 - To be responsible for the standards of service, presentation, product availability, staff performance, timing, ordering, pricing and advertising of hospitality services
 - To liaise with staffing agencies when necessary for the booking of suitable personnel to support the hospitality team.

Job Purpose

- To be responsible for the management of hospitality stock and waste management effectively by working closely with the Head Chef and Stores Officer, especially with regards to stock levels and return stock.
- To control all costs in line with the parameters set in the budget.
- To be responsible for managing and monitoring the quality of the food and beverage service, hygiene and customer service operations, maintaining and developing a high standard of service of all catering and hospitality services.
- To ensure that financial controls and systems in use adhere to QMUL financial operating policies and procedures.
- To plan staff work schedules and calculate payroll information as required.
- To develop the knowledge, skills and performance of the hospitality team by completing annual appraisals, training needs assessments and conducting training where necessary.
- To be responsible for ensuring that all hospitality operations are compliant in health and safety, food hygiene, fire safety and security.
- To liaise with maintenance services to ensure reactive and planned maintenance of hospitality catering equipment and premises is completed satisfactorily and to ensure that where risk has been identified it is reported to your Manager.
- To represent Hospitality Services on QMUL committees as required.
- In conjunction with the Catering and Hospitality Manager and the Head Chef contribute to the Development of 'Taste' Hospitality Catering brand through the creation of menus, planning new promotions and initiatives
- To monitor the quality of product, services and customer satisfaction through engaging with stakeholders and customer feedback via surveys.
- A flexible approach to working hours will be required as key events are often booked during the evening and weekends.

The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager.

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of the responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

Job Profile

Person Specification

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

	Requirements	Essential / Desirable	How Assessed
Qualifications	<ul style="list-style-type: none"> Professional Catering Qualification or relevant demonstrable experience Food Hygiene Qualification Level 3 Health and Safety Qualification Level 3 Personal Alcohol License Holder Clean Driving Licence 	All E	A
	Degree or Equivalent relevant experience	E	
Knowledge, Skills and Experience	Substantial experience in delivering quality catering for large high profile hospitality events	E	I
	Significant experience in managing staff and operational delivery at multiple sites / locations	E	I
	Excellent computer skills	E	
	Experience of health & safety management	E	A
	Excellent communication and inter-personal skills	E	I
	Customer focused and driven to provide excellent service and customer satisfaction	E	OM
	To show willingness to be flexible, constructive and honest whilst operating with integrity	E	I
	Excellent attention to detail	E	I
	Procurement and stock management experience	D	
	Experience of using electronic hospitality booking & stock Management systems	E	I

Essential/Desirable:

E = Essential: Requirements without which the job could not be done.

D = Desirable: Requirements that would enable the candidate to perform the job well.

How Assessed:

A = Application

I = Interview

OM = Other Means (e.g. presentation, test, etc.)