

TRENT BRIDGE
EST. 1838

CANDIDATE BRIEF

.....

CONFERENCE AND BANQUETING MANAGER

AUGUST 2019





AN INTERNATIONAL SPORTING VENUE,
A PROFESSIONAL COUNTY CRICKET CLUB
AND A THRIVING COMMUNITY HUB

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We are Trent Bridge, a cricket ground of global repute first established in 1838. We're proud of our illustrious history but mindful too that our future prosperity is reliant on continual investment in our facilities, our professional team and our lauded community programmes.

We're on the hunt for a Conference and Banqueting Manager to work as part of a small team in our busy in-house Catering Department. You will be responsible for delivering effective and efficient management of functions and events taking place at the venue, including banquets, conferences, weddings and International Cricket.

Thank you for your interest in this role.

Michael Temple
Commercial Director

CATERING DEPARTMENT ROLE PROFILE

CONFERENCE AND BANQUETING MANAGER

- **Permanent**
- **Full-time**

RESPONSIBLE TO: Head of Catering

RESPONSIBLE FOR: Permanent and casual catering and bar staff

RELEVANT GENERAL OBJECTIVES

- Responsible for delivering effective and efficient management of functions and events taking place at Trent Bridge on match and non-match days
- Take responsibility for the delivery of the customer service policy ensuring the highest standards of service across match and non-match day events
- Support the Head of Catering in the delivery of all Club and venue objectives and contribute to the continual assessment of all activities
- Assist the Head of Catering with the creation of the Club's and venue's catering operations manual and ensure its delivery to agreed timelines and budgets
- Develop and implement briefing and training procedures to improve the operational function of the business and ensure the smooth running of the front of house function
- Keep up to date with relevant policy and legislation including health & safety, food hygiene and licensing regulations and ensure implementation and adherence of such policies across the department
- Ensure the Club's HR policies are implemented and commit to pro-active leadership and performance management across the department
- Drive revenues and exceed sales targets through upsell initiatives
- Work flexibly to undertake a wide variety of activities which support the Head of Catering in carrying out their role

SPECIFIC RESPONSIBILITIES

Front of House

- Commit to providing excellent customer service and nurture existing customer relationships and developing new ones
- Through good leadership, motivate the team and ensure efficient co-ordination of the day to day operation of the front of house function

- Maintain product knowledge and ensure that all drinks, food and associated products are served and presented to the highest standard
- Ensure that all point of sale material is accurate and correctly displayed and ensure staff are trained and/or knowledgeable on products and promotions on offer
- Produce clear, concise and detailed pre function briefing notes for distribution to the staff for the running of every function
- Ensure the front of house team and the kitchen team work seamlessly and communicate at all levels to provide good service for all events
- Manage any customer complaints or queries professionally and efficiently and undertake problem solving activity on behalf of the Head of Catering

Administration and HR

- Be accountable for all product delivery and stock management systems including checking, counting, storage, rotation, loss investigation and ensure all stock transfers are clearly recorded
- Ensure that the Club's administration procedures are adhered to including the correct and proper use of keys, paperwork, delivery notes, safes, cash management systems and cashing up procedures
- Plan and organise all shifts in accordance with the needs of the business to ensure quality service and best use of resource
- Support the Head of Catering in identifying training needs and put in place a programme of continual professional development for food and bar service staff
- Participate pro-actively and lead team meetings and training sessions
- Deputise for the Head of Catering in his absence
- Undertake any further reasonable duties requested by the Head of Catering consistent with the grading of the post

MEASURABLE KPIs

To be agreed with post holder

PERSON SPECIFICATION

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Relevant experience within a large catering operation. • Proven track record within a similar environment. • Management experience. 	<ul style="list-style-type: none"> • Relevant experience within hotels/food & beverage establishments.
Knowledge	<ul style="list-style-type: none"> • Health & Safety, Food Safety, Manual Handling & COSHH. • Wines. • Understanding of managing budgets and cash and stock security. 	
Skills	<ul style="list-style-type: none"> • Able to motivate staff and colleagues. • Able to plan and delegate effectively. • Able to work on own initiative. • Able to upsell. • Able to exceed customer expectations • Good communicator. • Effective interpersonal skills. • Commitment to continuing professional development. • Experience of staff training and motivation. 	<ul style="list-style-type: none"> • Able to liaise with other professionals within the catering industry. • Effective administration and organisational skills • Conversant with or knowledge of Word and Excel applications.
Qualifications	<ul style="list-style-type: none"> • Level 2 Food Safety. 	<ul style="list-style-type: none"> • Group Training Certificate. • Personal Licence. • First Aid Certificate. • Level 3 or Level 4 in Food Hygiene.
Qualities & Attitude	<ul style="list-style-type: none"> • Able to perform under pressure. • Team Worker. • Commitment to high standards. • Energetic. • Willing to work unsociable hours. • Sense of humour. • Smart appearance, well presented. 	<ul style="list-style-type: none"> • Able to cope with change. • Able to be innovative and think creatively.

HOW TO APPLY

If you would like to join us at Trent Bridge please send your CV and covering letter, including details of your current salary and expectations to:

**The Business Support Manager
Nottinghamshire County Cricket Club
Trent Bridge
Nottingham NG2 6AG**

**or email the Business Support Manager at
Recruitment@nottsccc.co.uk**

Closing date for receipt of applications will be
10am on Thursday 12th September 2019

Candidates must be eligible to work in the UK
No agencies please

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Trent Bridge, Nottingham, Ng2 6AG
(0115) 9823000
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