



Job description and person specification

Job title: Conference and Banqueting Manager

Location: Winter Gardens, Blackpool

Contract type: Permanent

Blackpool Entertainment Company Limited (BECL) is a wholly owned arm's length management organisation and was formed in June 2014 to manage and operate the Winter Gardens on behalf of Blackpool Council

The Blackpool Conference and Exhibition Centre (BCEC) will open in 2020 and will be a purpose built centre with state of the art facilities for the 21st Century located adjacent to Leopold Grove within the Winter Gardens complex

The addition of this facility marks a step change in the development of the Winter Gardens and Blackpool as a whole.

This is a new exciting role and the successful candidate will take the lead and have responsibility for the training and organisation of the team that will manage and operate the Conference and Exhibition Centre and will also manage the Conference and Banqueting operation within the Winter Gardens.

Job Purpose

The Conference and Banqueting Manager is responsible for maximising income from events, banquets and conferences. This is a crucial role in leading the team to achieve quarterly and annual sales targets.

The ideal candidate will display a passion for the events industry and have a strong track record in venue management with a solid background in conference and banquet delivery and logistics. They will be proactive, hardworking and able to work under their own initiative. With a strong commercial mind, they must be able to identify opportunities for revenue growth and then strategically plan to deliver on these opportunities.

In this multifaceted role, involving sales strategy, financial planning and forecasting, marketing communications and operational delivery, the successful candidate will need to demonstrate excellent communication and customer service skills and display a high level of organisational and event management ability.

Main duties of the role
<i>To manage the Conference and Banqueting team</i>

<input type="checkbox"/> Supervise the activities of the team
<input type="checkbox"/> Monitor the team's performance
<input type="checkbox"/> Development of individuals within the team
<i>Successful event coordination/delivery to consistently high standards</i>
<input type="checkbox"/> Supervise C&B planning and delivery with overall responsibility
<input type="checkbox"/> Work closely with the Head Chef over client catering requirements to ensure consistently high standards
<input type="checkbox"/> Collaborate with other departments and operational staff to ensure a high quality of event delivery
<input type="checkbox"/> Liaise with the facilities team to ensure that all rooms are serviced and set up ready to the client's specification
<i>Related management and analysis of information</i>
<input type="checkbox"/> Analyse C&B sales activity to inform business decisions
<input type="checkbox"/> Provide regular reports to the senior leadership team
<input type="checkbox"/> Contribute to the budgeting process
<input type="checkbox"/> Management of all client requirements
<input type="checkbox"/> Oversee the invoicing process to ensure that payments are properly processed
<input type="checkbox"/> Monitor and regularly review competitors to ensure that BECL remains competitive as a conference and banquet venue
<i>Corporate development</i>
<input type="checkbox"/> Understand and support the vision, mission and aims of BECL
<input type="checkbox"/> Maintain awareness of your own and others' Health and Safety
<input type="checkbox"/> Undertake other duties as may be reasonably requested
<input type="checkbox"/> Identify new opportunities within the C&B Department
<input type="checkbox"/> Ensure compliance with all BECL's Policies and Procedures

Person specification

<i>Skills, experience and knowledge</i>	<i>Essential (E) Desirable (D)</i>	<i>Demonstrated at Application (A) Interview (I) Selection Test (T)</i>
Experience in C&B management and quality venues	E	A
Excellent telephone manner and customer service skills	E	I/T

Excellent administration and organisational skills	E	A/I
Strong team relationship skills	E	A/I
Good, accurate written skills	E	A/T
Working knowledge of Microsoft Office (particularly Outlook, Word, Excel and PowerPoint)	D	A
Qualifications		
Educated to degree level or equivalent	D	A
Personal Licence Holder	E	A
Personal attributes		
Enthusiastic, proactive and uses initiative	E	A/I/T
Absolute attention to detail	E	A
Ability to work as part of a team	E	I
Willingness to learn new skills	E	I
Ability to work in a changing and flexible organisation	E	I
Willingness to work evenings and weekends	E	A/I

Review arrangements:

This job information cannot be all encompassing. It is inevitable over time that the emphasis of the job will change without changing the general character of the job or the level of duties and responsibilities entailed. This information may be periodically reviewed, revised and updated in consultation with the post holder to reflect appropriate changes.

Equal Opportunities:

We do our utmost to ensure that there is no unjustified discrimination in the recruitment, retention, training and development of staff on the basis of their age, sexuality, religion or belief, race, gender or disabilities.