

Job Description

Job Title:	Director of Warwick Conferences
Level 9:	Competitive Salary
Responsible to:	Commercial Director
Responsible for:	Head of Sales Head of Conference Centres Head of Conference Park and Events Administrative Assistant
Vacancy type:	Permanent

Job Purpose

To lead, manage and develop the Warwick Conference businesses to maximise and sustain surpluses for the University, whilst delivering the highest levels of customer service.

To contribute to the development and implementation of strategies, plans and an organisational culture and climate which will enable the University to be successful and exceed the aspirations of internal and external 'stakeholders'.

Duties and Responsibilities

1. Strategic and Tactical Planning

- To create, direct and deliver the overarching strategic business plans for the development and growth of the full portfolio of commercial activities within Warwick Conferences with particular emphasis on achieving strong surplus growth, in line with the Commercial and University Strategy.
- To monitor and react to changes in industry trends, technology, competitive landscape and internet technology which may affect the business.
- To continuously innovate and develop the product offering and potential markets to increase sales and profitability whilst being sensitive to the student experience and the University aims and objectives and charitable status.

2. Business Development

- To assess potential new markets, analyse competition and organise relevant market research and where necessary prepare business cases for new initiatives, illustrating market demand and pay back.
- To set challenging targets for senior managers and monitor progress through financial and non-financial key performance indicators.
- To cultivate relationships with existing clients and partner organisations to secure more business.
- To visit key clients and partners, prepare and deliver presentations and represent Warwick Conferences with internal customers and at committees.

- To work closely with colleagues and key stakeholders to achieve constructive sustained partnerships across the University and ensure priorities and plans are co-ordinated and standards maintained.
- To represent the University externally with customers, trade associations, local and regional authorities and other Universities, ensuring the University's reputation is enhanced

3. Operational Management

- To provide leadership and guidance to senior managers in order that they fulfil their potential and assist them in leading and managing their businesses and to provide consistency of approach in line with University culture. To ensure all staff within the businesses receive adequate and appropriate training, coaching and feedback to maximise their potential, job satisfaction and the overall customer experience.
- To develop and deliver the policies and processes applied in the businesses to ensure that the highest quality of customer service is consistently achieved and that University policies and procedures are fully reflected.
- To take the lead customer role in the specification, design, project management and commissioning of all Warwick Conferences capital and maintenance works and projects to ensure delivery on time, to the expected quality and on budget.
- To leverage the support services of HR, Estates, Marketing and Finance for Warwick Conferences in order to deliver added value to the businesses.
- To assume overall responsibility for the health and safety and food hygiene within the businesses, ensuring full legislative compliance and adheres to reporting procedures at all times to establish and maintain a culture of health & safety awareness within the businesses and amongst staff.
- To be overall responsible for GDPR and data protection issues for Warwick Conferences, taking up training and other opportunities to ensure that data protection is of the required standard.
- To be responsible for the Warwick Conferences risk register, mitigating and managing risk.
- To contribute to and lead the development and implementation of strategies, plans and organisational changes.
- To collaborate with Senior Managers across the Commercial Group, Accommodation, the Students' Union and others to ensure that the highest levels of service are provided for conference customers and that the use of University resources are maximised.

4. Financial and Administrative

- To have responsibility for the production and delivery of the 5-year plan for the Warwick Conference businesses; optimising customer experience, financial performance and staff motivation and performance and to guide the direction and pace of the businesses to ensure sustainable competitive advantage.
- To analyse annual and quarterly budgets and financial proposals, regularly assessing the financial position and performance and addressing negative variances promptly.
- To prepare and present reports and plans to the Campus and Commercial Services Steering Group and Executive Group.
- To fulfil such other duties and ad hoc assignments as may be required by the University within the scope of the post.

Person Specification

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential criteria

Educated to degree level or equivalent experience. (a)

Experience of managing a Conference or Hotel Business. (a, c)

Demonstrable significant experience of leading a team of Senior Managers. (a, c, d)

Proven experience in developing and implementing successful business strategies. (a, c, d)

Ability to demonstrate a high level of commercial awareness. (a, c, d)

Ability to demonstrate a high level of analytical reasoning skills, organisational skills and planning capability. (a, c, d)

Proven strong communication, negotiation and influencing skills. (a, c, d)

Proven ability to understand and interpret financial management accounts. (a, c, d)

Proven ability to analyse and solve complex problems creatively and pragmatically and the ability to use initiative. (a, c, d)

Effective communication skills, both oral and written. (a, c, d)

Desirable criteria

Significant experience of working at a Senior Management level in a large and complex organisation. (a, c)