

Job Description

Job Title:	Head of Conference Centres
Level 8:	£49,149 - £56,950 per annum
Responsible to:	Director of Warwick Conferences
Responsible for:	Operations Manager (Radcliffe & Scarman) Head of Food Venue Manager (Arden) Facilities Manager
Vacancy type:	Permanent

Job purpose

To manage and lead the team operating Scarman, Radcliffe, Arden and the Slate and maintain the Conference Centres as a market leader in the provision of conference and training facilities, offering first class services to the corporate and educational markets, whilst ensuring a continuously high level of surplus to the University.

Duties and Responsibilities

1. Business Development

- To propose, plan and implement new developments; allocating resources and establishing routines.
- Assess potential new markets/ business, organise relevant market research; co-ordinate resources.
- To ensure high levels of customer service at all times, developing sales through improved processes and management intervention.
- Set challenging targets for staff; encourage development of new business; monitor progression towards sales goals/ targets.
- Cultivate and develop relationships with key existing clients/ customers and partner organisations; analyse competitor businesses to identify opportunities and minimise threats.

2. Strategic and Tactical Planning

- To oversee and enable strategic development of the business ensuring improvement in productivity, accuracy and profitability.
- Develop strategic and tactical plans; conduct review of business; produce review documents and business plans.
- Monitor systems, liaising with suppliers to ensure that the operational needs of the business are met and plan additional support mechanisms/ developments within the business as appropriate.

- Develop, direct and monitor the implementation of policies, procedures and work standards to ensure standards are achieved.

3. Financial and Administrative

- To produce and present the annual Five Year Financial plan for approval by the University for all Conference Centres. Be accountable for achieving the agreed budgets, analyse management and statutory accounts and business statistics on an ongoing basis. Take action to rectify negative variances and trends where necessary.
- To ensure proper allocation of staff and financial resources. Optimise the allocation of staff and financial resources maintaining efficiency and productivity.
- Analyse annual budget and financial matters; regularly assess business's financial position and performance.
- Work with the Director of Warwick Conferences and Finance Manager to ensure that the business has adequate operating capital.
- Handle administrative responsibilities for the business; confer and liaise with other University departments; attend meetings with various University bodies; prepare periodic and special reports; provide financial approval on documents.

4. Day to Day Management

- To lead and manage the staff within the department to provide a high quality service to all customers. Establish and maintain the culture of the business, ensuring a motivated, skilled and customer focused team with low staff turnover and low absence levels. Chair management meetings HR hearings, and staff meetings within the department.
- To participate in University wide projects and committees in areas affecting CCSG activities; for example IT systems, Human Resource projects and Purchasing
- To be responsible for the recruitment of managers and support/ admin staff for the centres. To ensure effective performance management, induction, development and appraisal of all staff within all the centres.
- To monitor and review that staff are meeting goals and objectives and following policies and procedures; ensure staff are providing services effectively and efficiently, and to review and take corrective action as appropriate
- To monitor legislative changes, business environment and digital technology that may affect operations and to implement policy and procedural changes as required.
- To minimise crisis management and encourage problem solving in managers.
- Ensure security and safety of premises and health and safety of all staff, customers and visitors to the business.
- 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

Degree or HND in Hotel Administration (or equivalent experience).	a
Significant experience at General Manager (or equivalent) level within the hotel or conference centre sector in a similar sized or larger business.	a,c
Use of leadership and motivational skills to deliver excellent customer service.	a,c,d
Experienced line manager skilled in managing and motivating large teams.	a,c,d
Excellent communication, reasoning, negotiation and influencing skills, both oral and written.	a,c,d
Experience of analysing and interpreting management accounts and hospitality related statistics.	a,c,d
Experience of managing budgets and adhering to financial regulations.	a,c,d
Experience of managing capital and renewals projects.	a,c,d
Working knowledge and understanding of legislation, regulations and guidelines in relation to HR, Licensing, Health and Safety (including Food Safety, Control of Contractors, Fire Precautions) and GDPR.	a,c,d
Ability to analyze and solve complex problems creatively and pragmatically and the ability to use initiative.	a,c,d
Planning, organizing and project management skills.	a,c,d
IT skills including Word, excel, powerpoint, e-Mail.	a,c,d

Desirable

HCIMA membership or eligibility.	a
Multi-site experience.	a,c,d