

Job Description

Service:	One Leisure, Burgess Hall
Job title:	Events Operations Manager
Grade:	E
Hours of work:	37 hours per week
Responsible to:	Events & Hospitality Manager
Responsible for	
Direct reports:	2
Indirect reports:	Up to 40 (variable staff)
Budget:	

Purpose of Post:

To ensure the effective day-to-day management of the Burgess Hall, including specific duties relating to staffing and the development of facilities and services.

Key Deliverables:

1. To deliver effective event and diary management of the Burgess Hall and ancillary areas, to assist in the operational duties subject to the requirements of the function schedule and to liaise with other service managers whilst maintaining excellent levels of customer care that promote and reflect the image of the Centre.
2. Operational management of the Burgess Hall and support the Hospitality Supervisor on the bar & catering facilities on a 7-day rota basis whilst promoting and maintaining excellent customer relations.
3. To effectively manage all staff whilst on duty, including direct supervision, support tasks and workload management, motivation, discipline, and development to ensure the efficient and effective operation of the Centre.
4. Through the supervision of the Burgess Hall Events & Hospitality Manager, support with the management of the Burgess Hall office and administrative processes.
5. Assist in the marketing, promotion and development of the Burgess Hall and its functions utilising available resources and market research and liaise with the customer to agree and record accurate function requirements.
6. Assist with Burgess Hall event programming, taking the lead on specific event from planning to delivery.
7. Ensuring the successful delivery of the Burgess Hall functions and events through customer liaison to event management.
8. Management of the Burgess Hospitality Supervisor & team to ensure a customer friendly and efficient service is provided at all events, whilst constantly reviewing and developing this area of the business.
9. Assist with the security of facilities, hall presentation and maintenance, equipment operation, and deputise for the Events and Hospitality Manager to sign appropriate timesheets and orders within financial and accounting regulations and Centre operating procedures when necessary
10. Maintain and develop the highest levels of service, safety, and security with reference to risk assessment, Health, and Safety and COSHH regulations.

11. Recruit & induct part-time and variable hour's staff; to undertake regular Performance Development Reviews against Key Performance Areas agreed with the employee; undertake Performance Development Plans in consultation with the Burgess Hall Manager; and assist in the progression and monitoring of a Workforce Development Plan, including compiling training records and identification of future training needs.
12. Contribute to the corporate leisure service of Huntingdonshire District Council and promotion of a positive image of Huntingdonshire within the Centre's catchment and beyond.
13. HDC (Huntingdonshire District Council) is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.
14. To undertake any other duties as may be required at any One Leisure site and have means of or access to transportation.

This job description is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable in order to respond to other duties that may be required from time to time and the changes and developments within HDC.

Knowledge and Qualifications The minimum knowledge required to undertake this role and any qualifications or training essential for the role (E) Essential (D) Desirable	Management Tools: Leadership, Teamwork, Communication, Initiative (E) Events management or Hospitality and Tourism A Level or equivalent experience. (E) Marketing and promoting services to gain maximum occupancy. (E) Excellent interpersonal skills (E) Working knowledge of current Health & Safety legislation. (E) Ability to undertake and solve day-to-day operational problems. (E) Excellent Customer service and communication skills. (E) Allocation of resources and team responsibilities. (E) Work unsupervised and use own initiative. (E) Decision making. (E) Teamwork/Team Leader. (E) High Level of IT literacy: MS Office. (E) Supervisory experience in a commercial hospitality & events environment (E) Developing new business opportunities (E) Health & Safety regulations and Code of Practice relating to the safe operation of a modern events facility. (D) Level 2 Food Hygiene and Food Allergen training. (D) A bachelor's degree in relevant fields such as events or hospitality
---	--

	management, business administration or communications (D) Quality assurance. (D) Use of: MRM +2 Mgt System. (D)
Experience Experience the person would need to do the job (E) Essential (D) Desirable	A minimum of 2 years supervisory experience in a hospitality / events facility. (E) Experience of local authority hospitality / events facility. (D) Use of audio, visual and lighting equipment. (D)

Skills and Abilities Specific skills the applicant would need to do the job (E) Essential (D) Desirable	Includes financial factors in their analysis and decision-making. (E) Identifies opportunities to make the organisation more competitive, efficient, and profitable. (E) Shows an awareness of best practice, the organisation's competitors and their products and services. (E) Sets clear direction for others, e.g. staff, customers, volunteers, contractors etc. (E) Demonstrates an understanding of the ambitions and concerns of others (E) Delegates work appropriately and fairly (E) Supports and motivates others, encouraging them to achieve their goals, in alignment with organisational goals. (E) Encourages their staff to think and act independently where appropriate. (E) Presents their case persuasively upwards, downwards, and externally (E) Demonstrates confidence in their position (E) Is credible and confident when presenting and communicating (E) Sets clear direction for others, e.g. staff, customers, volunteers, contractors etc. (E) Demonstrates an understanding of the ambitions and concerns of others (E) Delegates work appropriately and fairly (E)
--	--

	Supports and motivates others, encouraging them to achieve their goals, in alignment with organisational goals (E) Encourages their staff to think and act independently where appropriate (E) Adapts approach to engage others by appealing to those things that enthuse them (D) Balances the need for immediate wins with the requirement for long-term successful relationships (D)
Decision Making and Impact on Others What impact the reasons made by the post holder would have on others across the Council	Makes and communicates clear decisions. (E) Balances risks and benefits of diverse options and decisions. (E) Makes unpopular decisions where necessary. (E) Takes responsibility for the outcomes and impact of their decisions and those they delegate. (E) Considers all relevant data when making decisions. (E)

Communication with Internal and External Customers

What customers the applicant would be in contact with in the job

Internal (30%) Burgess Hall staff, Burgess Hall & Hospitality Manager, Hospitality Supervisor, Facility staff, HDC Officers (e.g. Licensing & Environmental Health) & Customers, via e-mail, telephone and face-to-face.

Communicating and implementing policy, systems, and procedural changes to Facility staff.

Communicating operational decisions to Facility staff.

Dealing with day-to-day operational issues.

Dealing with issues relating to management and leadership responsibilities, systems management, escalated operational issues and problem solving on a day-to-day basis.

External (70%) The public, Members, caterers, entertainers, schools, contractors, suppliers, community, and other social groups.

External: ☐ Contractors, Suppliers, Customers, the Public, ☐ Schools, Social Groups & Organisations via e-mail, telephone and face-to-face.

Operational communication with contractors and other organisations. Negotiations with suppliers.

Delivery of the highest quality customer service.

Communication with customers will involve dealing with escalated complaints.

Marketing and promotion of the Hall programme.

Operate within the legal requirements of the various licences held.

Personal Attributes and Other Requirements

In this section, please list any other qualities you are looking for from the applicant

(E) Essential

(D) Desirable

Willing to travel and occasionally work unsocial hours (E)

Be a good team worker demonstrating loyalty and commitment to the organisation and team members (E)

Is credible and confident when presenting and communicating. (E)

Adapts approach to engage others by appealing to those things that enthuse them. (E)

Balances the need for immediate wins with the requirement for long-term successful relationships. (E)

Promotes and demonstrates continual improvement (E)

Encourages a safe environment that will facilitate creativity in others and where people are willing to challenge (E)

Shares innovative practice with others
Is prepared to adapt their approach to overcome obstacles. (E)

Responds constructively to a change in agenda or priorities. (E)

Revisits their decisions when presented with latest information. (E)

Monitors progress against the plan and acts accordingly. (E)

Allocates work based on an understanding of own and others' strengths and weaknesses. (E)

Balances risks and benefits of various options and decisions. (E)

Takes responsibility for the outcomes and impact of their decisions and those they delegate. (E)

	Is prepared to adjust their interpersonal style to respond to the needs or preferences of others and the situation. (E) Re-prioritises appropriately when faced with a change in requirements. (E) Establishes clear actions and time frames with deadlines and milestones. (E) Ensures the effective and efficient use of time and resources. (E) Generates innovative ideas and creative solutions. (D) Challenges the status quo suggests new approaches to old problems (D) Makes unpopular decisions where necessary. (D) Considers all relevant data when making decisions. (D)
HDC values 	The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team. Inspiring: We have genuine pride and passion for public service; doing the best we can for customers. Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers. Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers. Respectful: We respect people's differences and are considerate to their needs. Enterprising: We use drive and energy to challenge the norm and adapt to

	changing circumstances. We are always ready for challenges and opportunities, and we embrace them.
--	--

Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up to date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children