



JOB DESCRIPTION: Conference & Events / Hospitality Manager

Department	Conferences and Events
Report to	Catering Operations Manager
Location	Swansea.com Stadium, SA1 2FA
Contract / Working Pattern	Permanent Contract / 40 hours per week (including weekends, evenings and bank holidays)
Managerial Duties	<ul style="list-style-type: none"> • To have overall responsibility for the management of events and individual team. • To deliver KPI's to the business • To work with the General Manager and Catering Operations Manager to recruit and appoint suitable management and staff with the Conferencing and Event function. • To drive the service standards and KPI's of the business through the service team. • Working in conjunction with the Staffing Manager to recruit and train the service team. • To deliver and monitor quality systems and procedures • To manage appraisal system for department • To ensure that we employ the minimum number of staff necessary to provide an efficient service and to maximise revenue. • To monitor wage costs and wage percentages on a week by week and event-by-event basis. • To work with the management team to investigate and implement ways of raising the spend per head at each match and event. • To monitor spend per head against budgeted KPI's on an event-by-event basis, where necessary taking immediate action to rectify. • Deliver the SLA's for quality and consistency for service delivery • Control all stock and staffing, to ensure we deliver budgeted margins
Procedures and Process	<ul style="list-style-type: none"> • To work to the Standard Operating Procedures for all aspects of the Stadium. • To develop and deliver standard operating procedures that will deliver the KPI's • To monitor customer and client satisfaction with our service. • To report to the GM any complaints either verbal or written. • To work to and deliver SOP's to ensure that all staff conform to all legislation especially with regard to Licencing, SAG, Health, Safety and Hygiene, and Employment Legislation. • To ensure that products are sold in accordance with company policy and meet EHO Food Standards, Trading standards, Licencing and Weight and Measures Legislation
Stock Control	<ul style="list-style-type: none"> • To ensure that all products are purchased in accordance with purchasing procedures

	<ul style="list-style-type: none"> To work with the management team to improve quality and value for money of products sold, gross margins and spend per head opportunities by increasing the size of products on sale. Produce and monitor Quality Audits / Check Lists To manage the minimum possible wastage and shortage's Set procedures to minimise stock holding at the venue. Take necessary action to achieve budgeted cost of sales for food and drinks
General	<ul style="list-style-type: none"> Follow all Club Policies, such as Equality & Diversity, Health & Safety, Safeguarding, Anti-Corruption & Bribery and GDPR. Make suggestions to improve the working environment and contribute to positive employee relations within your area of work and Swansea City Football Club as a whole. To take reasonable care for the health and safety of yourself and other employees and members of the public who may be affected by your acts or omissions at work. To comply with all aspects of the Swansea City Football Club Health and Safety Policy and Arrangements, to enable the Company to perform its civil and statutory obligations in relation to Health & Safety. Ensure effective communication within your work team and across Swansea City whilst actively offering support and guidance as necessary.
Person Specification	
Essential	<ul style="list-style-type: none"> Previous operational experience at managerial level in a busy conference and events-based venue. Previous experience of working in a busy events operation, with a proven track record of delivering results. Commercially driven to achieve targets and budgets Personal Licence Holder. Able to multitask and work under pressure. Excellent Communication Skills. Previous experience setting and working to KPIs. Confident using and updating EPOS systems. Comprehensive IT skills.
Desirable	<ul style="list-style-type: none"> Previous experience working at a Stadium or similar venue Emergency First Aid at Work Hold a current driving licence.

The closing date for this vacancy will be **29th July 2022 at 5pm.**

If you believe you have the right mix of skills for this position, please complete the **Application Form** [here](#) or email jobs@swanseacity.com to request an application form.



Equal Opportunities

Swansea City AFC strives to ensure it provides an environment where everyone's rights, dignity and individual worth is respected and takes a zero-tolerance approach to any form of discrimination. Equal Opportunity is an integral part of our recruitment and selection process, and we welcome applications from all individuals who feel they meet the core requirements of the role. We are particularly encouraging applications from women, disabled people and Black, Asian and Minority Ethnic (BAME) individuals who are currently under-represented within the organisation.

All appointments will be made on merit of skill and experience relative to the role.

The Company is committed to safeguarding and promoting the welfare of children and young people involved in activities and event at the Company. As part of the Company's recruitment and selection process any offers of work involving working in regulated activity with children are subject to a satisfactory enhanced DBS Disclosure and barred list check (depending on the level of supervision, frequency, and nature of contact with children). Appropriate references are also required.

Should an adequate number of applications be received prior to the closing date, Swansea City AFC reserve the right to remove this advert.

Due to a high demand in applications the Club will be unable to respond to those applicants who have not been shortlisted for interview.