

## Casual Floor Manager

### Manchester Central Convention Complex

Manchester Central is an award-winning venue in the heart of one of Europe's most vibrant cities; our vaulted arches and station clock have made our venue an iconic city feature for more than 140 years.

Our experienced team of professionals lead the industry with unrivalled service standards to help our clients create engaging, memorable experiences at events of all shapes and sizes.

#### Your Role

**Salary - £15.50 per hour / Hours - dependent on business levels / Working pattern - Monday to Sunday - as required**

Reporting directly to the Senior Hospitality Event Managers.

Your duties and responsibilities will include but are not limited to:

- Communicating effectively within the Hospitality Team to ensure delivery of services is efficiently organised
- Ensuring all service staff are briefed as to the clients event expectations, working closely with all casual staff to ensure their continual development, training and work ethics
- Delivering all events and coordinating staff to deliver the operational standards expected within the venue
- Ensuring all expected operational plans, procedures and policies are implemented and executed to the required and expected standard
- Managing all stock records and accurately maintaining stock and equipment levels, ensuring all staff treat the Hospitality equipment with respect, minimising breakages

The ideal candidate will have:

- Experience of working within hospitality, whether that be within a conference venue, bar, retail café or banqueting
- A passion for hospitality and a drive to succeed

You must:

- Be committed to delivering excellent levels of customer service
- Be an excellent people manager – able to motivate and lead a team in a fast moving and challenging environment
- Have excellent communication skills, accuracy and attention to detail

#### Apply

To apply for this exciting opportunity, please send a CV and covering letter to:

Ref: Casual Floor Manager

FAO: HR Team

Email: [careers@manchestercentral.co.uk](mailto:careers@manchestercentral.co.uk)

Closing date for applications: 24<sup>th</sup> June 2024 (5PM). We reserve the right to bring this date forward if a sufficient number of suitable applications are received

Manchester Central is an equal opportunities employer. All applicants who meet the essential criteria and identify as having a disability in their covering letter will be guaranteed an interview.

# JOB DESCRIPTION

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## Floor Manager - Casual

<b>SALARY</b>	£15.50 per hour
<b>HOURS</b>	Dependent on business levels
<b>WORKING PATTERN</b>	<b>Monday to Sunday – as required</b>
<b>LOCATION AND BUSINESS AREA</b>	Manchester Central – Hospitality Division
<b>AIM OF THE ROLE:</b>	To effectively support and manage all aspects of the client hospitality operation, delivering a world class service to grow turnover and to ensure profitable sales revenue.
<b>DIRECTLY RESPONSIBLE TO:</b>	Senior Hospitality Event Managers
<b>DIRECTLY RESPONSIBLE FOR:</b>	Hospitality Supervisors & casual staff

## MAIN AREAS OF RESPONSIBILITY

### You'll be responsible for:

- Communicating effectively with venue management and customers
- Communicating effectively within the Hospitality Team to ensure delivery of services are efficiently organised
- Deputising for the Senior Hospitality Event Managers in all aspects of hospitality event delivery
- Effectively communicating with customers and clients at planning and events as required
- Applying the ethos that the customer takes priority and working towards exceeding service expectations
- Attending customer meetings as requested in order to tailor and/or up sell services to exceed customer expectations
- Committing to venue aspirations and to providing world class service
- Planning the activities of the Front of House Team to deliver client events
- Management of the day to day rostering of the supervisor's and casual teams, meeting budgeted targets for payroll, ensuring savings made where possible
- Ensuring all expected operational plans, procedures and policies are implemented and executed to the required and expected standard
- Delivering all events and co-ordinating staff to deliver the operational standard expected within the venue
- Ensuring all service staff are briefed as to the client events expectation, working closely with all casual staff to ensure their continual development, training and work ethics
- Managing all stock records and accurately maintaining stock and equipment levels, ensuring all staff treat the Hospitality equipment with respect, minimising breakages
- Managing retail events as required and implementing and managing robust cash and stock policies and procedures
- Obtaining sign off on stand hospitality documents
- Obtaining daily sign off from organisers and accurate consumption figures for events
- Managing within current legislation, with direction and guidance from the HR Department

- Ensuring that staff are motivated, fully, briefed disciplined and trained

### About us:

## Our purpose is to connect people, ideas, and business through meaningful and rich experiences.

Our customers choose Manchester Central because of the experiences we help them to create. We help them to make something happen – the energy and connection that creates memories.

We help them to grow their businesses – connecting with their customers, partners, suppliers, and employees. We bring people together to share ideas and make plans. We pay attention to the details so our clients can pay attention to their guests. What makes us different is the creativity, professional delivery expertise and passion of our team.

### The qualities of our people:

Our people are pretty fabulous. They really love our industry, our customers, and what we do. We have high expectations of each other and live up to the standards we've set.

The people who are happiest working for us want to get stuck in and make things happen for a great purpose. They want the challenge of a fast pace, lots of energy and a great team to work with.

### We are a special group who have chosen to work together, and we share these characteristics:

**Expert & specialist.** We're highly respected and super proud of our level of expertise – making the complexity of what we do look effortless.

**Flexible.** We're all about innovation and trying new ways to create experiences for customers. We're really flexible to meet our customer's needs.

**Positive and energetic.** There's a great energy across the business and sense of teamwork - it feels like a family. We have fun at work and there's plenty of social activity.

**Ready to grow.** Careers are important to us too – some of our senior leaders started out as team members and then progressed their careers.

If people move on from working with us, they'll always have improved their skills and experience along the way.

**Committed.** Our people show huge levels of commitment for our customers and they're determined to get the job done. Events always build up to a crescendo of activity, so it's not always easy. Even when there's pressure it's still a great place to work.

We have a Code of Conduct that sets out the right way to do business at Manchester Central.

The reputation and integrity of our business is based on all of the decisions we've made, the way we manage our business and what we deliver. These actions and decisions have built up the trust we've earned with our customers, suppliers, communities and colleagues.

Our people pay attention to respect in our workplace, doing the right thing and safeguarding our company and each other.

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# Person Specification

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Education and Qualifications	Essential	Desirable
Possess a valid food hygiene certificate		✓
Personal license holder		✓
Experience		
Experience of either <ul style="list-style-type: none"> <li>• Hospitality</li> <li>• Bars</li> <li>• Retail cafes</li> <li>• Banquets</li> </ul>	✓	
Proven people management skills	✓	
Skills		
Excellent communication skills	✓	
Accuracy and attention to detail	✓	
Personal Attributes		
Enjoys working in a fast-paced environment	✓	
Self-motivated but with the ability to work as part of a team.	✓	
Passion for delivering excellent levels of customer service	✓	
Willingness to undertake a flexible working pattern as needed by the business.	✓	