



Staffing Assistant Manchester Central

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

Competitive salary £24,000pa / 25 days holiday plus bank holidays / contributory pension scheme / discounted car parking

Manchester Central is pleased to announce the vacancy of a **Staffing Assistant**. The role will involve assisting the Staffing Co-Ordinator with staffing requirement for both casual and agency workers across the business to support the successful delivery of events. This will include the resourcing, recruitment, training, induction of all casual and agency resource for the company, ensuring staff of the highest calibre and presentation, in the right numbers are resourced at all times.

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

- Helping in controlling and managing the booking of variable event staff, ensuring allocations are within event budgets and allocated correctly at the required levels.
- Help manage the process for engaging variable event staff, working and developing relationships with relevant agencies to establish the requirements for assignments.
- To be the second point of contact for all agencies, developing those relationships to ensure Manchester Central is their priority customer to ensure we receive the best quality agency staff.
- To ensure the use of the staff resourcing system in place (humanforce) with all variable event staff and agencies.

The ideal candidate will have:

- Worked in the industry (Hospitality or Event Operations).
- Experience of recruitment and staff training for large and varied groups of staff.
- Experience of handling enquiries and resolving queries

You must have:

- Exceptional interpersonal skills – help to build trust, respect and support across the teams
- Excellent organisational skills, including the ability to plan and prioritise, work independently and work to deadlines..
- Positive and proactive attitude with a desire to make a difference.



Apply

To apply for this exciting opportunity, please send a CV and covering letter including details of your current salary and two references to:

Ref: Staffing Assistant

FAO: HR Team

Email: careers@manchestercentral.co.uk

Closing date for applications: 18 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

Staffing Assistant

Salary:	£24,000 pa
Hours:	37.5 hours per week
Working pattern:	Monday to Friday typically, however there will be a requirement to work a flexible schedule, including weekends, as per the needs of the business.
Location and business area:	Manchester Central Convention Centre – HR
Aim of the role:	To assist the staffing co-ordinator with staffing requirement for both casual and agency workers across the business to support the successful delivery of events. This will include the resourcing, recruitment, training, induction of all casual and agency resource for the company, ensuring staff of the highest caliber and presentation, in the right numbers are resourced at all times.
Directly responsible to:	Head of HR
Directly responsible for:	N/A

Main areas of responsibility

- Day-to-day responsibility for helping in controlling and managing the booking of variable event staff, ensuring allocations are within event budgets and allocated correctly.
- Developing and maintaining effective working relationships with relevant managers to fully understand and fulfil their labour needs for each assignment
- Assist to ensure events are staffed to the correct levels whilst keeping within the overall event budgets, using a “casual first” approach to reduce the reliance on agency labour.
- Help to manage the process for engaging variable event staff, working with relevant agencies to establish the requirements for assignments.
- To be the second point of contact for all agencies, developing those relationships to ensure Manchester Central is their priority customer to ensure we receive the best quality agency staff.
- To ensure the use of the staff resourcing system in place (humanforce) with all variable event staff and agencies.

- To liaise with colleagues in payroll, recruitment agencies and other relevant stakeholders within the business over see the completion of all appropriate paperwork and resolve queries.
- To assist in obtaining all employment related documentation from new employees prior to their first assignment ensuring that 'Right to Work' permissions are confirmed for all employees in line with Home Office guidance.
- To assist in input of all new worker data into the staffing resourcing system (Human force) i.e. contact details, emergency contacts, address details etc.
- Raise the necessary purchase orders for agency staff on our accounts software, providing supporting documentation to agencies in the form of fully reconciled costing reports from the staff resourcing system (Human force).
- Assisting with careers fairs and other identified recruitment activities.

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 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.

Person Specification

Experience	Essential	Desirable
Previous experience in working in the industry (Hospitality and Event Operations)	✓	
Experience of working within a confidential environment	✓	
Experience of recruitment and staff training for large and varied groups of staff	✓	
Experience of prioritising workloads	✓	
Experience of working in the event or hospitality sector		✓
Experience of handling enquiries and resolving queries	✓	
Skills		
Exceptional interpersonal skills – help to build trust, respect and support across the teams	✓	
Excellent communication skills both verbally and written	✓	

Proficient in Microsoft Office, Excel, Word and Powerpoint	✓	
Excellent organisational skills, including the ability to plan and prioritise work independently and work to deadlines.	✓	
Ability to organise resources relating to projects and processes	✓	
Excellent customer service skills and a positive attitude	✓	
Positive and proactive attitude with a desire to make a difference	✓	
Enjoys working in a fast-paced environment	✓	
Friendly approach to assist queries	✓	
Personal Attributes		
Self-motivated with the ability to work unsupervised and to direct own work	✓	
Ability to work effectively as an individual and as part of own team	✓	
Ability to maintain strict confidentiality, to establish trust and credibility.	✓	
Respectful of a diverse range of people	✓	
Ability to demonstrate sensitivity, diplomacy and tact	✓	
Ability and preparedness to work flexibly	✓	