

## Hospitality General 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

**Competitive salary up to £50,000pa / 25 days holiday plus bank holidays / contributory pension scheme / discounted car parking**

Reporting directly to the Head of Hospitality, this role is working on a full time, permanent basis.

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

- Leading and managing the effective delivery of hospitality services across all locations. Maintaining and delivering exceptional standards.
- Effectively planning and executing hospitality services for allocated events.
- Supporting the hospitality sales function and meeting budgeted sales and average spend targets.
- Managing the hospitality profit and loss, monitoring profitability and maintaining payroll and cost control targets.
- Driving service innovations and enhancing the overall hospitality experience

The ideal candidate will have:

- Extensive experience in a senior hospitality management role, preferably within events, venues, or large-scale hospitality settings.
- Strong leadership and management skills, with in leading teams and developing talent.
- A track record of delivering high-quality service and customer satisfaction.
- Experience in budgeting, profit and loss responsibility, and cost management within a £4 million plus hospitality business.

You must:

- Be able to work collaboratively across multiple departments.
- Demonstrate commercial awareness and the ability to manage budgets effectively.
- Have a strong understanding of Health and Safety and compliance regulations within hospitality.
- Be proactive, results-driven, and customer-focused.

### 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: Hospitality General Manager

FAO: HR Team



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

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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## Hospitality General Manager

|                                    |  |
|------------------------------------|--|
| <b>Salary:</b>                     | £50,000pa  |
| <b>Hours:</b>                      | 40 hours per week  |
| <b>Working pattern:</b>            | Monday to Sunday, 5 days out of 7.   |
| <b>Location and business area:</b> | Manchester Central Convention Complex – Hospitality  |
| <b>Aim of the role:</b>            | <p>To support the Head of Hospitality in the effective delivery of Manchester Central's hospitality services, in all locations in which they operate. Maintaining and delivering exceptional standards, ensuring the customers' hospitality, and catering journey meets and exceeds their expectations.</p> <p>To deputise for the Head of Hospitality as and when required.</p> <p>Working closely with the Head of Hospitality ensuring the departmental objectives and KPI's are achieved and exceeded. The General Manager will be responsible for event delivery at Manchester Central and have P&amp;L responsibility for front of house staff and stock management.</p> |
| <b>Directly responsible to:</b>    | Head of Hospitality  |
| <b>Directly responsible for:</b>   | <p>Hospitality Event Managers</p> <p>Junction Managers</p> <p>Junction Kitchen team</p>  |

## Main areas of responsibility

- Leading and managing the customers' hospitality and events' journey always ensuring exceptional event delivery and maximising the potential for recurring business, working closely with all colleagues in the team to deliver this, across all locations in which we operate.
- The effective and timely planning and high standards of delivery of hospitality services for allocated events by ensuring
  - a) effective communication and engagement with the client, takes place with the relevant Hospitality Event Manager, whilst they undertake venue meetings as required to confirm requirements. Attending these meetings in person as required.
  - b) operational hospitality plans and layouts for each event meet the exacting requirements of the clients and are effectively implemented, co-ordinated and communicated internally, to ensure client satisfaction is achieved.
  - c) supporting the hospitality sales function and meeting budgeted sales and average spend targets.
  - d) effective daily communication (am/pm) to ensure that all hospitality team members are continually briefed on venue activity and client requirements (on events days)
  - e) ongoing and daily two-way communication with hospitality managers to ensure all hospitality services are planned effectively and communicated in a timely manner
  - f) ongoing and effective cross-function communication with relevant departments (sales, BOH services and events) to ensure that the hospitality needs of the event are understood and met
  - g) the timely planning and distribution of all shift Rota's for forthcoming events and activities ensuring a lean and agile approach to event staffing whilst retaining excellent service standards.
  - h) the stores and BOH functions are managed correctly, with combined responsibility for hospitality assets and equipment inventory, with the Hospitality Event Managers support the EPOS function within hospitality and managing month end stock reports and reporting
  - j) lead on developing bar and retail propositions for the hospitality division, with the relevant Hospitality Event Manager
  - k) review and monitor services to ensure that operational services meet standards set and to benchmark against other venues to remain competitive and responsive.
  - l) support all operational areas of the business as required.
  - m) P&L responsibility for event profitability, maintaining and exceeding payroll budgets and managing FOH cost of sales.
- To utilize communication and feedback from clients and other departments to ensure continuous development and improvements to operations.
- The effective and accurate budget management for each event, ensuring effective planning to minimise overspend and maximise revenue and profit
- Ensuring that the hospitality budgets remain within financial forecasts and that all profit/loss data is provided to the Head of Hospitality as required
- Ensuring that stock requisitions meet hospitality and event requirements and are undertaken in a timely manner

- Ensuring that all stock records are accurately maintained and that identified variances are investigated, and corrective actions implemented
- Ensuring each event receives the relevant 'sign off' documentation for stand hospitality and that daily 'sign off' documentation from respective event organisers is obtained in a timely manner, by the Hospitality Managers
- Participating fully in daily/weekly operational audits undertaking corrective actions as required to ensure compliance with all operational policies and procedures
- Effective and timely event briefing of all team members/casual workers and agency workers, ensuring the delivery of event/service specific training as required to ensure the delivery of a high-level service to all clients
- Ensuring that event specific team members/casual workers and agency workers remain motivated and engaged throughout events, providing support, guidance, training, and assistance as required.
- Ensuring that the contract management of suppliers is undertaken within a timely manner and KPI's are set, completed & monitored
- Ensuring compliance to all Health and Safety, Food Safety, Environmental, Accessibility and Licensing statutory and legislative requirements prior to event opening and throughout scheduled events
- Assisting in the undertaking of emergency procedures to ensure the safe evacuation of the building in the event of an emergency exit during an event
- Always ensuring adherence to current company policies and procedures

## People Management

- To act as a role model for Manchester Central's values, setting an example to other team members and challenging negative behaviour where appropriate.
- To lead the development and delivery of individual and departmental goals, objectives and plans through effective leadership of the teams.
- To provide leadership of the Hospitality Operations function and to develop the teams, including supporting individuals to improve their skill sets, creating a positive working environment and ensuring alignment to the business objectives.

## Strategy

- To contribute fully to the development of company strategy with a focus on hospitality, identifying trends and providing guidance as required to the senior leadership and management teams.
- To translate strategy to develop innovative plans and budgets for the Hospitality Operations function and other related areas to ensure their successful implementation, including projects and staff structures.

- To bring new ideas and innovations to the senior leadership team and engage the senior leadership team in the delivery of these proposals.

## General:

- To always promote Manchester Central in a positive and professional manner.
- To adhere to Manchester Central's health and safety policy and observe a duty of care to other users of Manchester Central.
- To lead and manage ad-hoc projects as required.
- To sustain a flexible and adaptable attitude oneself and the work of the department.
- To be aware of issues of equality and diversity and to understand and be sensitive to cultural differences.
- To participate in all aspects of training and development as directed and to use all relevant learning opportunities to improve personal skills, to improve the effectiveness and efficiency of service delivery.
- To act as the Duty Director on an infrequent basis during live events to support the senior management team and aid operational delivery during busy periods for example during the Christmas Party season.
- To deputise for the Head of Hospitality as and when required.
- To undertake any other duty commensurate with this post as determined by the Head of Hospitality.
- This job description is not intended to be either prescriptive or exhaustive, it is issued as a framework to outline the main areas of responsibility at the time of writing.

## 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 customers 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

| Education  | Essential | Desirable |
|--|-----------|-----------|
| N/A  |           |           |
| Knowledge  |           |           |
| Extensive management background in hospitality/services industry   | ✓         |           |
| Knowledge of Health & Safety Compliance  | ✓         |           |
| Personal license holder  | ✓         |           |
| Experience   |           |           |
| Experience of implementing hospitality event services and retail catering, 7-10 years in a comparable management role. | ✓         |           |
| Experience of client liaison and upselling in a commercial environment.  | ✓         |           |
| Profit and loss experience of a £4 million plus hospitality business   | ✓         |           |
| Experience of services implementation/team improvement.  | ✓         |           |
| Experience of EPOS systems and back-office EPOS system management  | ✓         |           |
| Skills   |           |           |
| Proven track record in managing large teams  | ✓         |           |
| Experience of delivering to budgeted margins   | ✓         |           |
| Excellent communication skills   | ✓         |           |
| IT literate  | ✓         |           |
| Capable of leading a team and working across departments   | ✓         |           |
| Personal Attributes  |           |           |
| Enjoys working in a fast-paced environment   | ✓         |           |



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|--|---|--|
| Self-motivated but with the ability to work as part of a team as required      | ✓ |  |
| Willingness to undertake a flexible working pattern as needed by the business. | ✓ |  |