

JOB DESCRIPTION

POST TITLE: COMMERCIAL MANAGER –
INSPIRATIONAL EVENTS AND
INVESTMENTS

POST NUMBER: WREQ1494

GRADE: SPOT SALARY

JOB PURPOSE

This is an exciting role for an experienced events / hospitality industry professional who will be the day-to-day Weston College point of contact for the management teams working for Inspirational Events and Investments Ltd, a subsidiary company of the Weston College Group.

In this busy and demanding role, you will (in conjunction with the respective management teams) have oversight of large high-profile events, conference and community venues, as well as a hotel and other associated subsidiary company commercial requirements.

KEY TASKS AND DUTIES

- Taking responsibility for the day-to-day management of a large events and conference centre, including oversight of all staff and contracted services, such as:
 - Sales.
 - Catering and other contracted activities.
 - Finances.
 - Marketing, advertising, and PR.
 - Reception / Front of House.
- Ensuring that all services provided meet the clients' needs and events are run efficiently, which will require liaising with an event organiser. Meticulous attention to detail will be important in this role, as is excellent interpersonal and communication skills, both internally and externally.



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- Ensuring effective business management, which often means dealing with last-minute changes or solving problems as they arise, whilst also keeping high-level of customer satisfaction paramount
- Developing the business by effectively planning ahead, managing future sales / marketing, and budgeting efficiently to maximise income generated, whilst delivering exceptional customer service.
- Communicating daily with the management team, planning work schedules and checking client requirements.
- Dealing with customer complaints, comments, and enquiries.
- Ensuring that all events run smoothly.
- Managing budgets and financial plans.
- Taking responsibility for the recruitment, training, organisation, and monitoring of staff.
- Supervising maintenance, supplies, and equipment.
- Achieving profit targets.
- Taking responsibility for the sales and marketing of the conference centre, including pricing, promotions and promotional materials, image, brand, and profile.
- Leading by example in maintaining service standards.
- Applying current legal and in-house HR procedures to ensure the retention of good staff and the provision of high-quality services.
- Researching markets to identify new business.
- Negotiating with external service providers and suppliers, as required.

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- Purchasing equipment necessary for the Winter Gardens to operate effectively.
- Ensuring compliance with Health and Safety, licensing laws, and other legal regulations.
- Carrying out day-to-day troubleshooting and address problems as they arise.

GENERAL TASKS AND DUTIES

In addition to the requirements of the post above, all members of the team are responsible for the following:

- Completing all associated organisational and administrative work.
- Participating in both internal and external staff development, as appropriate.
- Meeting the requirements of the Health and Safety at Work Act 1974, and the company's Health and Safety Policies.
- Complying with Information Security requirements, in line with policy.
- Undertaking such other duties as may be reasonably required, commensurate with the grade of the appointment.

HEALTH AND SAFETY

All members of staff have a duty to maintain the safe and clean conditions of their workplace area and to cooperate with Weston College on matters of health and safety. This will include assisting with risk assessments and carrying out appropriate actions as required. Staff are required to refer to Weston College's Health and Safety Policies in respect to their specific duties and responsibilities.

STAFF DEVELOPMENT

All staff are required to participate fully in Weston College's staff development programmes and have a responsibility to identify their own professional development needs in conjunction with their line manager.

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CONDITIONS OF SERVICE

The College standard Contract of Service for Management Spine staff applies.

SALARY

Spot salary: £35,000.00, plus up to 10% PRP, per annum.

HOURS

Hours of attendance: 37 hours per week.

Annual leave: 318.5 hours per annum, inclusive of statutory bank holidays.

Events and conference centre managers regularly work unsocial hours. A shift system will operate, in collaboration with the contractor, to ensure adequate management staffing, involving early morning starts, late night finishes, and evening and weekend work.

You may have to work additional hours and be on call, in case of an emergency or urgent problem.

The College reserves the right to direct up to five days of your annual leave entitlement for efficiency purposes.

Weston College is committed to safeguarding and promoting the welfare of young people and vulnerable adults, and expects all staff and volunteers to share this commitment.



PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Five GCSEs at grade 4 / C or above (or equivalent), including Mathematics and English. <i>All applicants must be able to provide evidence of a Level 2 Qualification in Mathematics and English, or be willing to undertake the qualification whilst in post.</i>	✓	
Qualified to Degree-level in any of the following areas: <ul style="list-style-type: none">• Business and Management Studies.• Events and / or Hospitality Management.• International Business.• Marketing.• Travel and Tourism.	✓	
Up-to-date industry knowledge, ideally gained in a similar large-scale events and hospitality environment.	✓	
Excellent interpersonal and communication skills.	✓	
Strong customer service skills.	✓	
Knowledge of sales and marketing.	✓	
High-level of organisational and planning ability.	✓	
Budgeting experience, accountancy skills, and a general financial awareness.	✓	
Team working skills, including the ability to manage and lead a team.	✓	
Adaptability, flexibility, and the ability to remain calm under pressure.	✓	
Efficient and organised approach with excellent timekeeping skills.	✓	
Influencing and negotiation skills.	✓	
Excellent administrative skills, including good attention to detail, IT competency, and problem-solving skills.	✓	
Problem solving skills.	✓	
Driving Licence and access to own transport.		✓