

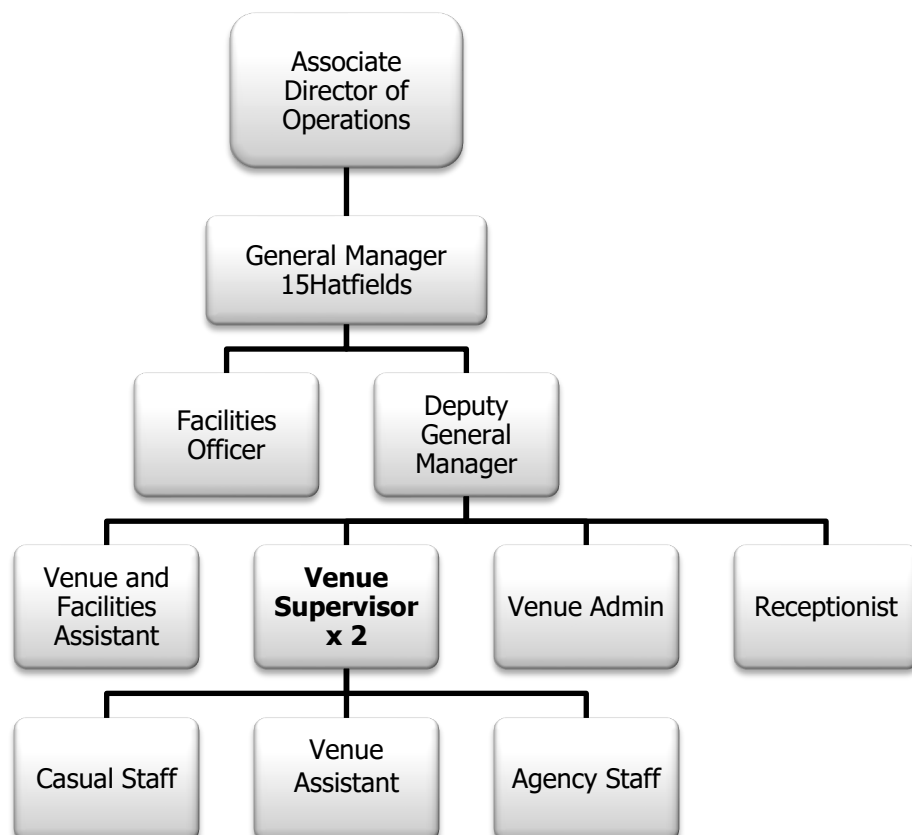
Job description

Job title:	Venue Supervisor
Reports to:	Deputy General Manager
Title holder:	Vacant

Main objective

To work closely with the Deputy General Manager to supervise and deliver all services contracted by both internal and external clients within 15Hatfields, ensuring that the high service levels are met and delivered to the highest standard and are in line with the internal Operations Manual. As an integral part of the team you will be required to contribute to the future development of the venue, servicing and delivering all meeting (internal and external) requests. Assist in the day to day management of the building delivery excellent services for the tenants on site. Delivery and support the CIEH back office support services for staff working remotely.

Organisation chart



Key Duties

Venue Key objectives

1. To follow the operations Manual and implement all services there listed
2. To set and direct the setting up of rooms for all meetings held within the ground floor and meeting rooms in the building.
3. Referring to the weekly event schedule produced by the management team to ensure the catering areas are set according to the event schedule sheets.
4. To liaise directly with the client /event organiser for each event, and to be the first point of contact.
5. To assign clear job duties to, event assistant and casual staff under your supervision, conduct uniform checks, ensure they are following Health & Safety, Food Hygiene and Manual handling duties correctly as well as all other company policies and procedures
6. To secure all A.V equipment after the events end – laptops, mobile projectors and microphones return to the a.v cupboard on the first floor.
7. Ensure the cleaning schedule has been followed and documented
8. Stock rotation and stock replenishment from the admin assistant
9. The safe storage and set up of furniture and equipment within in the venue and the storeroom areas.
10. To accept hot and cold food deliveries and carry out random temp checks, follow the guidelines issued concerning the safe storage of cooked high-risk foods. (food safety Manuel)
11. Recording all time sheets and return to the office by 10am on a Monday morning.
12. To attended and support all weekly briefings and implement all new procedures.
13. To ensure the venue is clean and tidy at all times.
14. To follow any reasonable request issued by the management team.
15. To keep up to date with any new training courses.
16. To ensure you follow the guidelines on recycling in accordance with Environmental process
17. To work with the client services manager to develop and execute the desired service
18. Opening and closing the building on evenings and weekends.
19. Being a personal license holder for the building.
20. Being a first aider for the building and the venue.
21. Being a fire warden for the building and the venue.
22. Ensuring all AV is working and set up for each event. Troubleshooting any issues and reporting them to Present Communications.
23. Ensuring all stock and furniture is stored securely and in accordance to health and safety procedures.
24. Ensure guidelines on recycling and all other aspects of ISO 14001 are adhered to throughout the venue.
25. Covering the reception function as and when required
26. Managing the casual venue team staff, performing uniform checks, ensuring they are following food hygiene and manual handling procedures as well as other company policies and procedures.
27. Developing and conducting training for all casual staff for manual handling and food safety, ensuring that training record cards are filled out.

28. Conducting appraisals for Event Assistant with CSM.
29. Ensuring all new reception staff are fully trained in all aspects of the reception function as including fire evacuation procedures.
30. Create a weekly reception rota.
31. Create a weekly venue rota, ensuring we have sufficient staff for each event and ensuring staff have even hours.
32. Assisting the CSM with Advertising for and interviewing for new casual staff members.

Office

1. Answering the phones and taking enquiries.
2. Building quotes and sending contracts out to clients.
3. Chasing up clients for signed contracts, ensuring confirmed business.
4. Conducting viewings and walk rounds of the venue.
5. Pre-event liaison with clients to ensure all elements of the event can be delivered
6. Researching and developing 15H sustainable credentials.
7. Documenting all the 15H sustainable credentials for marketing purposes.
8. Being the 15H lead for the Environmental Champions and assisting the Environmental Management Representative with documentation relating to ISO 14001 and any other sustainability standards.
9. Completing catering orders and other of the Client Services Manager's duties in their absence.
10. Take credit card payments over the phone

Client Management

1. Liaise with Client pre- event to establish setup requirements and agenda for the day.
2. To liaise directly with the client /event organiser for each event, and to be the first point of contact
3. To work with the Client Services Manager to develop and execute the desired service

Compliance with regulations

1. Follow current food hygiene practices in accordance with FSBB regulations
2. Monitoring costs of all consumables
3. To accept hot and cold food deliveries and carry out random temp checks, follow the guidelines issued concerning the safe storage of cooked high risk foods. (food safety Manual).
4. Premises alcohol licence holder.
5. Carry out weekly catering orders for internal and external meetings when needed.
6. To act responsibly with data held by CIEH that you may have access to as part of your role, adhering to the provided guidelines and policies and reporting any concerns or possible breaches of data to CIEH's Data Compliance Officer.

Special Features

1. Key holder for the building, take responsibility for opening and closing the building out of hours on the weekends and if we have late night evening events or out of hours events

2. Deputy fire warden, be able to evacuate the building of clients, visitors and tenants in a safe orderly manner, understand the full evacuation process, terrorism safety plan and fully trained on the alarm panels
3. Provide on site support for the following CIEH departments for office based duties including, printing certificates, post in and out and reconciliation, send out IT equipment, in line with the 1 week SLA Education, Membership, Contact Centre, Policy, IT, Facilities, Finance full duties list to be advised.
4. Support the Tenants on site and be first point of contact for request and information they may need in person.
5. Be first point of contact for any arising emergencies in the building and escalate through to management team/ departments.

Staff Management

1. Managing casual staff - assigning clear job duties to casual staff under your supervision, conducting uniform checks, ensuring they are following Health & Safety, Food Hygiene and Manual handling duties correctly as well as all other company policies and procedures
2. Training casual staff in basic food safety and manual handling and keeping training records up to date.
3. Recording all time sheets and return to the office by 10am on a Monday morning.
4. Keeping up to date with any relevant new training courses.

Facilities

1. Trained fire warden and first aider (with valid certificate)

Person Specification

Essential

- Proven experience of working at a conference and meetings venue
- Ability to create good working relationships with all customers and suppliers, including the ability to be tactful.
- Attention to detail and proactive can – do attitude to meeting customers' requirements
- Good IT skills, including bespoke booking and sales systems
- Ability to operate meeting room equipment including AV, Air Con, lighting systems, reception switchboard
- Excellent verbal and written communication skills
- Ability to use own initiative, prioritise work and troubleshoot problems on behalf of clients
- Flexible attitude and willingness to cover for other team members as necessary
- Flexible to working hours as we can be open seven days a week from 6am to 1am
- Qualification in health and safety, Manual Handling, Fire Warden certificate and First Aider
- Qualification in food safety, Food Handlers Certificate level 1
- Personal licence holder

Desirable

- Experience of working in a five star events and conference venue

CIEH is an equal opportunities employer