Job Profile Form

1. Job Details

Job title: Assistant Conference & Banqueting Manager

School/Support Department: Accommodation services

Unit (if applicable):

Line manager: Conference & Banqueting Manager

2. Job Purpose

Responsible for the day to day operational delivery of all in-house and outside conference, banqueting, function and meetings work under the division “Edinburgh First” operating from Pollock Halls of Residence.

3. Main Responsibilities

1. Prepare job descriptions, person specs and advertising as part of recruitment, selection and induction for all banquet waiters and supervisors within the operating unit according to manpower plans and agreed wage budget.  
2. Prepare staff rotas for waiting staff and supervisors in consideration of operating needs, and monitor sickness/absence and holidays as per University policy.
3. Stocktaking and control of all non-food items used within Edinburgh First and assist Kitchen Manager as required with food stocktaking. (includes equipment inventories)
4. Responsible for all guidance and complete organisation of supervisors and waiting staff’s daily tasks on days of business.
5. Liaison with client on the day and direct operation of event. Ensure correct settlement of bill to be passed for Conference & Banqueting Managers attention.
6. Maintain staff training records and conduct employee appraisal process with all waiting staff.
7. Annually as part of Conference and Banqueting Management team, assist in design of new food and wine menus in liaison with chef team and considering competitor analysis.
8. Ensure all staff within Edinburgh First operating units adopt safe working practices within the legislative requirements of a catering establishment, monitoring standards of food and service and ensuring due diligence procedures are strictly adhered to.

4. Planning and Organising

Majority of own workload planned by post holder with additional responsibilities or tasks allocated by Line Manager.

Job holder will need to plan work weeks and occasionally months in advance and will be expected to use financial forecasts, previous statistics and research own ideas.

5. Problem Solving

- Settling disputes/resolving problems experienced by staff. The post holder investigates the situation and identifies acceptable solutions in conjunction with other members of the management team
- Dealing with issues resulting from staff shortages. The post holder will ensure that the service is adequately covered. Solutions include requesting assistance from other shifts and taking a more hands on role to provide the necessary cover.
- Dealing with customers complaints. The post holder investigates problems and identifies suitable solutions.
- Dealing with last minute function requests – re-organising staff and resources.

### 6. Decision Making

**Decisions taken by postholder**
- Decisions relating to staff – rota compilation, task lists, time keeping, attendance, disciplinary & grievance handling
- Appointments of staff up to waiter level
- Develop and Implementing new procedures as required

**Decisions referred by Post Holder to Conference & Banqueting Manager**
- Appointment of assistant managers and supervisors
- Large items of expenditure
- Annual budgets
- Advice on certain University policies and procedures

### 7. Key contacts/Relationships

- Senior management and management within the catering division and throughout Accommodation Services for day to day management and operational issues.
- University Human Resource Department for recruitment processing and advice on personnel issues and procedures
- Estates & Buildings to report faulty building, plant or equipment
- Customers – dealing with all customer queries

### 8. Knowledge, Skills and Experience Needed for the Job

- Minimum qualification of an HNC or HND in Hospitality Field
- Basic food hygiene certificate (intermediate desirable)
- High standards of computer skills and familiarity with modern software packages
- Previous experience of conference & banqueting, outside catering environment
- Experience in personnel administration
- A high level of adaptability to be able to cover unsociable hours including weekends, split shifts, early mornings and late evenings.

### 9. Dimensions

- Oversee the management of 10 – 50 staff (subject to function work and use of agency staff)
- Purchasing authority up to £1,000

### 10. Job Context and any Other Relevant Information