Job Profile Form

1. Job Details

Job title: Conference & Banqueting Manager

School/Support Department: Accommodation services

Unit (if applicable):

Line manager: Catering Operations Manager

2. Job Purpose

Responsible for the area management 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

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1. Record and process weekly expenditure in consideration against unit budgets, for consolidation into monthly figures relating to all business carried out by Edinburgh First.

2. Review and negotiate all purchasing agreements for items used in area covered, including equipment suppliers, with aim to streamline provision where desirable.

3. Purchasing of all non food items required for the operation of Edinburgh First and monitor expenditure against annual budgets, cash reconciliation and ensure all expenditure is detailed in line with audit/finance requirements.

4. Liaise with both internal and external customers to provide advice, suggestions and ideas. Confirm details of function organisation and execution and plan accordingly for all events as per function specification sheets produced by the Edinburgh First Commercial Office.

5. Liaison with Kitchen Manager and chefs on forthcoming functions and annually develop conference and banqueting menu pack, consider terms & conditions, competitor analysis.

6. Recruitment, selection and induction of all Assistant Managers posts and supervisors for Edinburgh First according to manpower plans and agreed wage budget.

7. Other personnel responsibilities – conduct performance appraisal for all Asst Managers and Supervisors, deal with disciplinary issues and monitor holidays and sickness.

8. Undertake specific projects as requested by Catering Operations Manager/Assistant Director of Catering e.g. new projects, strategic planning

4. Planning and Organising

The postholder is responsible for planning own workload.

Planning for Edinburgh First would be on an annual basis, organising annual training programmes, ensuring staffing levels are maintained to meet business needs. Equipment replacement schedules would be planned on a rolling basis several years in advance

Information on planning would consider weekly and monthly financial forecasts, previous statistics and additionally involve researching own ideas.
### 5. Problem Solving
- Dealing with supplier inefficiencies and the solution to improvise or purchase similar goods over the counter
- Dealing with customer complaints effectively by having a clear complaints procedure in place in order that problems are investigated and an amicable solution offered
- Settling disputes/resolving problems experienced by staff. The post holder investigates the situation and identifies acceptable solutions. The manager will have final decision in these situations at unit level.
- Dealing with issues resulting from staff shortages. The post holder will ensure that Assistant Manager has adequately covered the service and where necessary shall take a more hands on role to provide the necessary cover.

### 6. Decision Making
**Decisions taken by post holder**
- Authorising all purchases for Edinburgh First with the exception of single items £5000+
- Decisions relating to staff – rota compilation, task lists, time keeping, attendance, disciplinary & grievance handling
- Appointments of staff up to Assistant Management level
- Develop and implementing new procedures as required
- Full negotiation of all prices for equipment hire, entertainment etc.
- Decide unit budget in consultation with Catering Operations Manager & Assistant Director (Catering) integrating a rolling plan for paintwork, deep clean, maintenance and equipment replacement for department
- Review/update & implement Edinburgh First Catering SOP’s and training programme
- Consider all staffing and operational needs as per the requirements for event delivery provided from function sheets/commercial office

**Decisions referred by post holder to catering Operations Manager**
- Appointment of Unit Managers
- Large items of expenditure over authorised signatory level
- Advice on certain University policies and procedures
- New Events requiring advice or special equipment purchase or hire

### 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
- Procurement & various other University Departments to advise on catering matters & facilities
- Estates & Buildings to report faulty building, plant or equipment
- External Suppliers to ensure correct prices are charged, accurate invoices are raised and any special offers discussed

### 8. Knowledge, Skills and Experience Needed for the Job
- Minimum qualification a Degree in Hospitality Field
- Basic food hygiene certificate & intermediate.
- High standards of computer skills and familiarity with modern software packages
- 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.
- The postholder must have good managerial skills, and at least 3 years management experience in a similar conference & banqueting, external events organising environment.

### 9. Dimensions
- Oversee the management of 10 – 50 staff (subject to function work and use of agency staff)
- Purchasing authority up to £5,000

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