



## **Conference Centre Manager**

### **Job Description and Person specifications**

## CONFERENCE CENTRE MANAGER

<b>Contract Type:</b>	<b>Permanent, Full Time</b>
<b>Hours:</b>	<b>8:30am – 4:30pm</b>
<b>Based at:</b>	<b>City Gates Church (25 Clements Road, Ilford, IG1 1BH)</b>
<b>Reporting:</b>	<b>Operations Director</b>
<b>Salary:</b>	<b>30,000 – 35,000</b>
<b>Closing Date:</b>	<b>3 Feb 2023</b>
<b>Interview:</b>	<b>Only shortlisted candidates will be contacted</b>

### MAIN PURPOSE OF JOB

The Conference Centre Manager is responsible for all aspects of City Gates Conference Centre operations including booking, quote generation, collecting payments, pre-and post-event inspections, inventory control, final billing, monthly financial reporting, digital marketing, strategic oversight, and the use of technology.

The Conference Centre Manager will also be required to optimise sales and pro-actively grow conference centre businesses working closely with the City Gates leadership to ensure that City Gates' priorities and values are maintained.

### KEY RESPONSIBILITIES

#### Strategic

- Growth and development of the Conference Centre business. This will include the analysis of business growth opportunity, developing marketing plan to support the strategic growth of the Conference Centre.
- Attract new clients by building networks in the industry. This also involves calling businesses to introduce our services to potential new clients.
- Attending local events to increase visibility and awareness of the Conference Centre.

#### Operational

- Organisation of all aspects of conferencing including administration processes regarding bookings, generating quotes, invoicing, payment, preparation / setting up facilities and dealing with customer demands.
- Maintain exceptional levels of Customer Service and evaluate customer satisfaction levels with a focus on continuous improvement.
- Set short and long-term functional goals.

- Be aware of room availability and handle all room changes at the earliest convenient time and complete necessary paperwork.
- Liaise with the admin department regarding booking arrangements and the use of the facility for internal meetings and events.
- Liaising with safety and production departments regarding event staffing requirements.
- Working with external event organisers to provide rooms, IT equipment and refreshment / catering as required.
- Generating 5-star customer reviews.

### **Financial**

- Maximizing profit by cross-selling and upselling.
- Producing monthly financial reports for the Conference Centre.
- Achieve year on year revenue growth and diverse product mix.
- Purchasing necessary equipment for the Conference Centre working within budgeted resources.

### **Additional responsibilities**

- Support with compliance issues associated with commercial activities including Health & Safety regulations.
- Proactively using social media to market the commercial interests of City Gates by posting regularly using the City Gates Conference Centre social media handles.
- Build strategic partnerships with competitors to generate and refer leads when appropriate.

### **PERSON SPECIFICATION**

#### **Qualifications, Knowledge and Experience**

- Education to undergraduate degree level in Business Management or relevant field of study.
- At least 18 months experience in Conference and Event Management.
- Evidence of successfully handling sensitive situations effectively and confidentially.
- Evidence of interpersonal and communication skills both oral and written.
- Administration skills and experience.

- Bookkeeping and accounting experience.
- Experience with a broad range of standard IT equipment including screens, laptops, iPads.
- Proficiency in Microsoft 365 Office.
- Knowledge of marketing effectively to promote the Conference Centre.

## **Ability and skills**

- Skilled in the use of social media including LinkedIn, Facebook and Twitter.
- Excellent analytical skills - critical thinking, reasoning and problem solving
- Ability to forge effective relationships with a varied clientele including the public, educational and business entities, non-profit organisations, etc.
- Ability to handle multiple tasks effectively, with tact, courtesy, and a high degree of customer sensitivity.
- Make effective small and large group presentations often involving the use of complex technologies.
- A high level of organisational and planning ability
- Ability to operate effectively under pressure to meet established deadlines.
- Self-motivated and able to work under limited supervision.
- Able to demonstrate outstanding outbound sales and business development ability
- A customer-oriented approach, with a high attention to detail.
- Ability to prepare and interpret budgetary spreadsheets and financial reports.
- Review and book meeting room calendars and coordinate all paperwork and documents related to room use/rental.

## **Other Position Requirements**

- The Conference Centre Manager must be prepared to be physically active and work under tight deadlines. Coordinating events is a high demand and high intensity job, requiring effective multi-tasking, decision making and problem solving in a timely manner.
- While there will be a basic workday/week established for the position, the Conference Centre Manager must be willing to modify those standard work hours on a daily or weekly basis in order to meet the needs of facility operations. Evening and weekend work will be required periodically based on facility use.
- It is a genuine occupational requirement for this role to be held by a person who subscribes to City Gates Church and ELIM's foundational truths.

