



Job Opportunity

Senior C&B Manager

TB17-36

CONTRACT:	Full time / Permanent
WORKING HOURS:	average 40 hours per week (annualised hours' basis)
LOCATION:	Titanic Belfast
REPORTING TO:	Head of Hospitality

General Purpose:

This Senior management position sits within Titanic Belfast's in-house hospitality department. The role is responsible for all operational aspects of the Conference and Banqueting section, both front and back of house and for maintaining, through attention to detail, Titanic Belfast's recognised 5 star service standards. Leadership and communication are key elements to the role ensuring a motivated, organised and high achieving team.

Main Job Tasks and Responsibilities:

- Overall responsibility for the C&B Department including the implementation and monitoring of departmental budget and Standard Operating Procedures.
- Leadership, motivation and management of the Managers and Crew within the C&B team to ensure they are adequately supported and foster a culture of development in line with company policy.
- Liaison with heads of department across the business areas to ensure delivery of service excellence
- Demonstrating high levels of charisma to foster excellent relationships with Crew, clients, hosts and VIPs.
- Contingency planning in relation to the overall department and for specific events factoring in the requirement to deal with last minute requests
- Ensure the implementation and delivery of individual and departmental training programmes for everyone within the C&B Team
- Managing conferences and events, planning as appropriate in advance and ensuring they are delivered to 5* standards



- Work closely with the Operations Manager in implementing new policies and procedures and to be involved with future food and beverage business planning activities
- Management of rotas and payroll to ensure these are in line with business levels and budgetary expectations, making adjustments and taking action where necessary
- Effective stock control within the department
- Ensure that all areas are kept and maintained to a high standard and any issues related to Maintenance or Housekeeping are dealt with following the appropriate channels
- Attend all meetings, events and training courses as required.
- To chair any meetings as required by the Head of Hospitality
- Ensure that efficient and effective communication is upheld within the overall Hospitality Department at Titanic Belfast
- Actively seek new ways to improve the service and product we offer through monitoring and reviewing standards continually
- Responsible for providing an environment for Creativity & Innovation within the C&B Department
- Work closely with the HR department on matters of discipline and grievance
- To prepare training schedules and to ensure regular training is carried out within the department
- To assist the Head of Hospitality & Hospitality Operations Manager as required
- Any other duties as delegated by the Head of Hospitality and Hospitality Operations Manager or any other person designated in their absence

The above reflects the main elements associated with this position. It is not intended to be exclusive or exhaustive.

Essential Criteria:

- 3 years' experience at a senior level within venue or hotel hospitality management,
- A proven track record in the following:
 - Experience in all aspects of the delivery of events to include, gala dinners, conferences and award ceremonies.
 - Experience in recruitment, the delivery and development of training programmes and performance management.
 - Experience in financial management of budgets, stock control and management of GP's.
 - Effective client relationship management.
 - A passion for service excellence

Desirable Criteria:

- A knowledge of the operation of standard AV services associated with conference delivery

NB: Titanic Belfast reserve the right to enhance the criteria to assist in shortlisting.



Core Competencies

- Ability to lead a team in a highly pressurised environment
- Team player
- Commercial outlook and passion for driving growth
- Highly numerate / strong analytical skills
- Ability to work across teams providing guidance and direction in regards to product and service development standards.
- Highly motivated
- Strong communication and presentation skills
- Ability to prioritise workload and manage deadlines.
- Highly effective motivator and dynamic leadership style
- Strong IT skills.

Closing date for receipt of applications is **9am on Thursday 24th August 2017**. Applications will only be accepted via company application forms. Applications received after the closing date and time will not be considered. If you wish to apply for the position please contact us via careers@tblinternational.com and we will send an application pack out to you, the last date for requesting application packs is **3pm Wednesday 23rd August 2017**.

Please note for applicants successful at the shortlisting stage and each stage thereafter the following dates will apply:

- Individual Interviews – Tuesday 29th August 2017

Titanic Belfast Hospitality Open day

Titanic Belfast Hospitality department would like to extend an invitation to all prospective applicants to attend our onsite open day being held on Tuesday 22nd August 2017. Visit us anytime between 12:00 to 18:00 for an opportunity to speak to the team, find out more about this role and experience what Titanic Belfast has to offer.

Titanic Belfast Limited is an Equal Opportunities Employer.