



Job Opportunity

Deputy C&B Manager

TB17-53

CONTRACT:	Full time / Permanent
WORKING HOURS:	Average 40 hours per week (annualised hours' basis) as per rota.
LOCATION:	Titanic Belfast
REPORTING TO:	Senior C&B Manager

This Deputy C&B management position sits within Titanic Belfast's in-house hospitality department. The role is responsible for 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.

As Deputy C&B Manager you will lead the banqueting staff while personally assisting in executing events based on requirements and standards. Developing and directing the overall operational C&B team to provide consistent, high quality service. Responsible for managing financial and administrative duties.

Main Job Tasks and Responsibilities:

- Assisting the Senior C&B Manager with the responsibility for the C&B Department including the implementation and monitoring of departmental budget and Standard Operating Procedures.
- To be responsible for all aspects of the conference and banqueting department in the absence of the Senior C&B Manager
- Leadership, motivation and management of the Event managers, Team Leaders and Crew within the C&B team to ensure they are adequately supported and foster a culture of development in line with company policy.
- Inspire the team through your work ethic and Integrity
- Build excellent relationships with Crew, clients, hosts and VIPs through a positive management approach
- Create and deliver departmental training programmes for everyone within the C&B Team
- To prepare training schedules and to ensure regular training is carried out within the department
- Managing conferences and events, planning as appropriate in advance and ensuring they are delivered to 5* standards



- Work closely with the Senior C&B Manager to implement new policies and procedures and to be involved with future food and beverage business planning activities
- Assist in Management of rotas and payroll to ensure these are in line with business levels and budgetary expectations, making adjustments and taking action where necessary
- Assisting with 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.
- Work closely with the HR department on all matters arising
- Supports HR departmental orientation program for associates to receive the appropriate new hire training to successfully perform their job.
- Communicates and executes departmental and property emergency procedures and ensures staff are trained in safety procedures.
- To assist the Senior C&B Manager as required
- Any other duties as delegated by the Senior C&B 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:

- 2 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

Core Competencies

- Professional Demeanour
- Adaptability
- Driving for Results
- Building and Contributing to Teams
- Relationship Building
- Technical Acumen
- Strong communication and presentation skills
- Ability to prioritise workload and manage deadlines

NB: Titanic Belfast reserves the right to enhance the selection criteria if necessary to assist with shortlisting.



Closing date for receipt of applications is **Monday 16th October 2017 at 9am**. 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 **Friday 13th October 2017 @3pm**

Applications received after the closing date and time will not be considered.

Please note for applicants successful at the shortlisting stage the following date will apply for interview:

- Friday 20th October 2017

Titanic Belfast Limited is an Equal Opportunities Employer.