

Assistant Conference and Functions Operations Manager

Job description and specification

Marwell Wildlife is dedicated to the conservation of wildlife and other natural resources.

As a charity, we are action oriented and at the forefront of conservation work around the world, working in partnership with communities, statutory agencies and other non-governmental organisations.

We engage with over 35,000 children and young people through our conservation educational programmes, and welcome over 500,000 visitors each year to our 140 acre zoological park. In every contact we seek to encourage understanding, and inspire care for the natural world.

Role Profile part one – Role Requirements (Job Description)	
Job Title:	Assistant Conference and Functions Operations Manager
Grade/Salary:	Available on request
Hours:	40 hours per week working. 5 days from 7 including weekends and evenings
Location:	Marwell Wildlife
Reports to:	Conference and Functions Manager
Management:	Conference and Functions Supervisor, Casual Staff and Volunteers
Role Purpose and Role Dimensions	<ul style="list-style-type: none"> To provide operational and administrative support to the Conference & Functions Manager ensuring the successful delivery of weddings, conferences and banqueting functions. Assisting in managing functions from enquiry stage through to completion, whilst ensuring our guests receive the highest level of service.
Key Internal Contacts:	<ul style="list-style-type: none"> Guest Operations Department Managers Guest Operations Director Plants and Grounds Department Maintenance Department Animal Section Managers Marketing and Fundraising Department Guest Services Department Finance Department

<p>Key External Contacts:</p>	<ul style="list-style-type: none"> • Wedding toastmaster • Chair cover provider • Florist • Event security company • Wedding and Special Event Contractors • Marquee Company • Client contact • Local residency committees • Licensing Authorities • Health & Safety Authorities
<p>Financial Dimensions:</p>	<ul style="list-style-type: none"> • To assist the Conference and Functions Manager with budgetary control of the functions department in particular purchasing costs and wages. • To comply with Cash Handling & Till Operations policies ensuring the security of cash in your charge. • To minimise wastage, adhering to our environmental policy

Key
Accountabilities
and Result Areas

- To operationally run, manage and deliver functions, conferences, special events and weddings in accordance to the function sheet and guest requirements
- To brief functions staff prior to each event to ensure its smooth running
- To assist the Conference and Functions Manager in the training of staff to departmental standards and ensure they are maintained.
- To ensure that the highest levels of cleanliness and housekeeping are applied to all function areas and kitchen
- To be part of the duty management rota
- To adhere to organisational policies and procedures
- To complete required financial information, timesheets and wages in a timely manner as required
- To work behind the bar as required
- To ensure the highest levels of service are provided to each guest/delegate before, during and after their event.
- To assist the Conference and Functions Manager in the reporting of departmental staff absence / ensuring that the correct paperwork is completed.
- To abide by all health and safety regulations
- To be fully aware of any special events or exhibitions taking place at Marwell Wildlife
- To ensure that all equipment is kept in good working order and is well maintained
- To report any defects to the maintenance department for repair
- To be responsible for the correct stock rotation and maintaining levels of stock in accordance with business levels.
- To arrange any purchases in the absence of the Conference and Functions Manager in line with the budget
- To assist the Conference and Functions Manager with the departmental rota in accordance with business levels
- To manage your time effectively ensuring deadlines, and appointment times are met. Also ensuring timekeeping in your department is to a high standard.
- To deputise for the Conference and Functions Manager in their absence
- To assist the Conference and Functions manager/team in the administration of the department as required including show rounds and bookings and general office duties.
- To adhere to uniform and presentation standards and ensure other functions staff members follow these.
- Maintenance of cleaning rotas and fridge temperature sheets
- To ensure that function sheets are used to guide the correct setting up of conference, functions and weddings and that rooms booked for events are set in accordance with the instructions provided by the client

Other Considerations:	<ul style="list-style-type: none"> • Identify with and contribute to Marwell Wildlife Brand Values, mission and charitable objectives • Adhere to health and safety policy and procedures, identify hazards and undertake appropriate risk assessments as required
<h3 style="color: green;">Role Profile part two – Person Specification</h3>	
Qualifications	<ul style="list-style-type: none"> • Level 2 or upwards award in food safety or equivalent qualification preferred • BII / NII is preferred but not essential.
Experience	<ul style="list-style-type: none"> • Previous experience of running weddings, banquets, conferences to a high standard • Customer service experience • Cash handling and till operation experience • Previous banqueting and bar management operation experience • Understanding of health and safety requirements • Evidence of handling and managing staff performance
Skills and Abilities	<ul style="list-style-type: none"> • Competent use of MS word, excel and outlook • The ability to lead and motivate a team • The ability to work on your own initiative • Ability to work under pressure and to deadlines • Excellent planning and organisational skills • Effective decision making skills • Excellent written and verbal communication skills • Troubleshooting in a pressurised environment • Trustworthiness • Supervising and implementation of cleaning regimes and standards • Ability to deliver functions in line with the function sheet • Excellent time management skills
Other	<ul style="list-style-type: none"> • Flexible attitude to working hours • Driving licence valid for the UK due to use of park vehicles • Excellent presentation
Living the values	<ul style="list-style-type: none"> • An understanding of the values and behaviour expected within this role
Charitable outputs	<ul style="list-style-type: none"> • An understanding of how this role supports the delivery of our charitable outputs