



# VENUE / BOOKINGS MANAGER

## Job Description

### Overview:

Conwy Borough FC is a progressive, community focused football club looking to establish itself as a force at the top level of Welsh Football and this role will play a vital part within that strategy.

Conwy Borough FC are looking to appoint a Venue Manager to manage the day to day operations and to further develop hire and usage of the "Y Morfa Venue" facility. Ensuring the smooth running of the function room, bar and catering facilities, at all times, with responsibility to manage & develop staff, with the key aim of retaining and attracting new customers, in order to increase revenues and profitability.

The successful applicant will be responsible for the management of all club bookings and events.

Able to work flexible hours, a strong work ethic and previous experience are required.

**Reporting to:** Chairman / Board of Directors.

### Main Duties:

#### Venue Operations

- Manage all booking enquiries, recording in the venue booking diary provide quotes and manage staffing, entertainment and catering both for functions and matchday when needed
- Deliver excellent customer service and maintain a high standard of customer management, at all times
- Take responsibility for the set-up and effective operation of the bar, within company policy and accordance with the terms of the Venue premises license, at all times.
- Ensure that opening and closing procedures are adhered to, in line with company policy, taking account of security and the health & safety of people and property.
- Monitor and manage all maintenance issues and manage third-party contractors, including cleaners, where applicable
- Ensure that housekeeping, cleaning and maintenance is to company standard.
- Comply with and ensure that the venue catering operations achieve and maintain our Food Standards Agency five star rating.

#### Finance and Admin

- Control all aspects of finance in the venue, including sales, gross profit, stock



- control, core wages and controllable expenditure
- Control all office administration procedures complying with company standards
- Be accountable for all cash management throughout the venue & conduct thorough investigations for all cash-loss issues
- Be aware of and adhere to licensing, data protection, Health & Safety at Work and COSHH legislation, at all times

### **Stock Management**

- Complete product-ordering to ensure full availability of all drink, food and non-consumable items
- Follow all company security procedures, including loss prevention measures and procedures for the security of staff and premises, at all times

### **Staffing**

- Manage and maintain correct staffing levels for functions and football matchdays
- Manage the timely distribution and briefing-in of all company communications
- Identify recruitment needs and take an active role in search and selection activities and the appointment of staff, in line with the company recruitment process.

### **Marketing**

- Help to promote the venue through various channels
- Manage the Venue's social media, website and email database to promote activities
- Manage internal communications to board members

### **General**

- Always adhere to all company policies and procedures and licensing laws
- Carry out any duties as instructed by the board in relation to the good running of the club.

### **Requirements:**

- Previous experience in similar position
- Excellent organisational skills and strong work ethic
- Applicant must be in possession of at least a Level Two food safety certificate
- A full clean UK driving license and own car is advantageous.
- Competent in the use of IT such as MSWord and email.
- Satisfactory references must be supplied and completion of a DBS check.
- Able to work flexible hours including evenings and weekends.