



Deputy Head of Conference and Banqueting Operations (EMCC)

About us

We have an exciting opportunity that offers plenty of scopes to develop a successful career within hospitality supporting the following Nottingham Venues properties:

Set in 330 acres of the University of Nottingham's landscaped parkland, Orchard Hotel is a stylish, award-winning, eco-friendly hotel with 202 bedrooms, a variety of meeting rooms, a brasserie restaurant, a bar, and a terrace.

East Midlands Conference Centre has completed a £2.1m refurbishment in 2020, situated adjacent to the Orchard Hotel, providing events for up to 1000 delegates.

Main Purpose of the Role

The **Deputy Head of Conference and Banqueting Operations** plays a key role in supporting the overall management and success of the Conference and Banqueting (C&B) department. In close collaboration with the Head of C&B Operations and the General Manager, the Deputy Head ensures that service standards, operational performance, and employee motivation are consistently maintained and improved.

This role is responsible for supporting the effective running of all C&B operations, driving profitability, maintaining high-quality customer service, and ensuring smooth event execution. Additionally, the Deputy Head oversees employee training, adherence to procedures, resource management, and compliance with health and safety regulations.

The Ideal candidate

Qualifications & Experience:

- Proven experience in a senior management role within a Conference and Banqueting or Food & Beverage environment, ideally within a hotel, resort, or large-scale event venue.
- Strong understanding of C&B operations, event planning, and management, with a focus on delivering high-quality service and exceeding guest expectations.
- Experience in managing budgets, controlling costs, and optimizing profitability in a fast-paced environment.
- Excellent knowledge of health and safety regulations, licensing requirements, and other legal obligations related to event management.

Skills & Competencies:

- **Leadership Skills:** Strong ability to lead, motivate, and develop a diverse team, ensuring high levels of engagement and performance.
- **Communication:** Exceptional communication skills, both written and verbal, to liaise effectively with employee, clients, and other departments.
- **Customer Focus:** A customer-centric mindset with a passion for providing an exceptional guest experience and driving improvements based on feedback.
- **Organizational Skills:** Ability to manage multiple events, employee, and resources efficiently, with excellent attention to detail.
- **Problem-Solving:** Proactive in identifying issues and resolving challenges quickly and effectively.
- **Adaptability:** Ability to work under pressure and adapt to changing business demands, ensuring the smooth operation of the C&B department.

Personal Attributes:

- **Professionalism:** Maintains a high level of professionalism, ensuring the company's image and reputation are upheld at all times.
- **Team-Oriented:** A collaborative leader who works well within a team, fostering a positive work environment and encouraging mutual respect among colleagues.
- **Results-Driven:** Demonstrates a strong drive for success, continuously seeking opportunities to improve operational efficiency, sales, and customer satisfaction.
- **Proactive & Self-Motivated:** Able to take initiative and work independently, while still being aligned with team goals and business objectives.
- **Strong Work Ethic:** Committed to delivering excellence, ensuring that all tasks are completed to the highest standards, even under challenging conditions.

Additional Requirements:

- Flexibility to work irregular hours, including weekends and evenings, in alignment with event schedules and business needs.
- Full knowledge of C&B operational standards and policies, with the ability to ensure their consistent implementation.
- A passion for the hospitality industry and a commitment to continuous personal and professional development.

What we can offer you:

At Nottingham Venues we have a fantastic array of benefits on offer to our team members, listed below are just a few:

- 25 days Holidays plus bank holidays, or a day off in lieu if contract requires you to work. PLUS, an extra day holiday for each years' service (up to a maximum of 5 years)
- Real living wage employer
- Opportunity to be part of our industry beating Pension scheme
- Free meals and refreshments when on duty
- Excellent training and development opportunities through our internal training program and support with professional qualifications
- Discounts available for both you and friends and family in our hotels and restaurant
- Discounted membership at the University sports facilities
- Discounts on high street retailers
- Employee recognition schemes including long service awards and monthly "Top of the Tree" event
- Opportunity to earn additional payment by being a member of various employee committees
- Employee wellbeing support
- Full uniform provided
- £250 recommend a friend incentive

In May 2018 the data laws changed for the better. This means you have better control of your own data and how it's used. We want to reassure you that we treat your details carefully and your data with the utmost respect. So, we've updated our Privacy Policy to reflect how we collect, protect and handle your personal information.