



Conference & Banqueting Supervisor

EAST MIDLANDS CONFERENCE CENTRE

Can you help us deliver exceptional events and make the East Midlands Conference Centre the best meetings and events business in our market?

About Us

At Nottingham Venues, we believe great events start with great people. The East Midlands Conference Centre is one of the region's premier conference and events venues, hosting everything from corporate meetings and exhibitions to large-scale conferences and gala dinners for up to 1,000 delegates. Following a £2.1 million refurbishment and working alongside the award-winning Orchard Hotel, we create memorable experiences for thousands of delegates and guests every year. We are passionate about developing our people, recognising talent and creating opportunities for individuals to build successful careers within a progressive and ambitious hospitality business.

About the Opportunity

We are looking for an enthusiastic and guest-focused Conference & Banqueting Supervisor to join our team.

This is an excellent opportunity for an experienced Conference & Banqueting Supervisor seeking a new challenge, or an ambitious Team Leader ready to take the next step in their hospitality career with a progressive company.

Working closely with our Conference & Banqueting Management Team, you will lead shifts, engage and develop team members, maintain high standards and help ensure every event runs smoothly from start to finish. From delegate refreshments and working lunches to exhibitions, gala dinners and large-scale conferences, no two days are the same.

We are committed to continuous improvement and to the development of our teams and individuals. Success in this role comes from leading by example, building an engaged team and maintaining a clear focus on service excellence and the guest experience.

What You Will Be Doing

Lead and support the team during conferences, meetings, banquets and special events.

Deliver exceptional service and ensure every guest receives a professional and memorable experience.

Brief the team clearly and allocate responsibilities to support the smooth delivery of each event.



Ensure event spaces are set up in line with event requirements and presented to the highest standards.

Act as a key point of contact for guests, clients and colleagues throughout events.

Coach, support and develop team members, providing clear feedback and recognising great performance.

Identify opportunities to enhance the guest experience and maximise revenue through proactive service and appropriate upselling.

Support stock control, cash handling and departmental procedures.

Work closely with kitchen, events and operational teams to ensure seamless event delivery.

Support duty management responsibilities when required.

What We Are Looking For

Experience in hospitality, food and beverage, conferences or events, ideally within a supervisory or team leader role.

A genuine passion for delivering exceptional guest experiences.

A positive, engaging and inclusive leadership style.

Strong communication and organisational skills.

Excellent attention to detail and the ability to remain calm in a busy environment.

A hands-on approach with the confidence to lead from the front.

A genuine desire to learn, develop and progress within a growing hospitality business.

Working Hours

This role operates across a seven-day business and includes evenings, weekends and bank holidays in line with operational requirements. Shift patterns will vary depending on conference and event activity and may include early starts and late finishes.

Why Join Us?

Build your career at one of the East Midlands' leading conference and events venues.

Join a supportive, ambitious and guest-focused management team.

Gain experience across a diverse programme of conferences, exhibitions, meetings and banquets.

Access excellent training, individual development and career progression opportunities.

Help shape memorable experiences for thousands of guests every year.



Benefits

25 days' holiday plus bank holidays, or a day in lieu where applicable.

An additional day's holiday for each completed year of service, up to five additional days.

Real Living Wage Employer.

Contributory pension scheme.

Free meals and refreshments while on duty.

Excellent training and development opportunities, including support with professional qualifications.

Discounts for you, your family and friends across our hotels and restaurants.

Discounted membership at University of Nottingham sports facilities.

Employee wellbeing support and Employee Assistance Programme.

Employee recognition schemes, including long-service awards and monthly recognition events.

Opportunities to earn additional payments through participation in employee committees.

Full uniform provided.

£250 Recommend a Friend incentive.

Ready to take your next step? Apply today and help us create exceptional events and guest experiences.