



Job Description

Company	Gloucester Rugby
Job Title	Events and Hospitality Manager (Formerly Front of House Manager)
Line Manager Title	General Manager Kingsholm Stadium
Department	GM Department
Grade	TBC
Number of Direct Reports	2
Number of Indirect Reports	Responsible for partner relationship
Budget Accountability	n/a
Working pattern required	Does the role need to cover match days? Yes

Main Purpose of the Job

What is done, for what piece of the business, why?

This role is responsible for ensuring that once a sale has been agreed that all clients are then looked after with every detail of their booking and that the delivery of this booking meets all their needs. This role is responsible for the event delivery both in corporate hospitality daily and for match day events (both boxes and bars).

Responsible for ensuring that all events have the right level of pre, during and post support and that the staffing is in place to deliver this.

Will liaise effectively with all other areas of the General Manager group and with external partners to ensure outstanding communication throughout the whole process of delivery.

Key Accountabilities

Describe the key deliverables to be achieved by the post holder and the ongoing responsibilities of the role

1. To ensure delivery of excellent experiences for all clients visiting Kingsholm
2. To communicate and liaise effectively with all areas of the GMs department – sales, operations and catering and the external partners for the bars (Freemans)
3. Manage the team that liaises with clients to understand needs and then ensures they are delivered upon for both venue bookings and match days.
4. To ensure staffing for all events is in place and turns up to deliver effectively.

Health and Safety at Work

To comply with the requirements of the Health and Safety at Work Act 1974 and associated legislation, you must adhere to the company's safety rules and procedures and take all reasonable care to protect the safety of yourself and others.

This job description is intended only as a guide to the main responsibilities and is in no way intended to restrict any individual in the performance of other duties as required by the Company.

Qualifications, Experience & Knowledge

List any academic or practical education required to perform the role. What experience does the position require the job holder to have obtained in past roles within or outside of the organisation that would demonstrate a level of proficiency.

Essential

- Front of House / Events / Hospitality managerial experience
- Managing staff rotas whilst staying within spend KPIs
- Excellent knowledge of events and hospitality
- Great people manager both in house and partners staff
- Great organisational skills and attention to detail
- Effective capturing of feedback and actions put in place to continue improving our offerings

Desirable

- Experience of managing from buffet style service to fine dining experience
- Rugby fan!

Further Information

Application of Knowledge

Please highlight the option that best describes the role (mark the one that best describes how this role will operate most of the time):

- Basic level of education required; including reading, writing, and basic numeracy.
- Application of knowledge within agreed rules and set procedures, may be within a specialist or technical field.
- Demonstrates technical know-how and broad understanding of the subject area often learnt on the job. Including an understanding of multiple unrelated processes and procedures/methods.
- Good knowledge of a specialist area achieved through study or through job experience. Able to demonstrate a broad knowledge across a number of areas.
- Subject expert, with a number of years post qualification experience or equivalent business experience.
- Broad extensive knowledge of the theories and practices within a functional area and understanding on wider business impacts with other areas.
- Requires a deep and broad understanding of multiple business functions within the organisation.
- Requires extensive theoretical and practical knowledge across all major functions within the organisation.

Please provide additional commentary if needed:

Problem Solving & Innovation

Please highlight the option that best describes the role (mark the one that best describes how this role will operate most of the time):

- Problems encountered will be defined, repetitive, and routine with a solution readily available.
- Encounters fairly similar problems which require some fact finding, clarification, and basic analysis.
- Resolves issues that are differing, but related in nature.
- Resolves issues which are often varied and non-routine.
- Problems are unclearly defined and sufficient information may not be available.
- Defines and resolves complex issues where fundamental principles do not clearly apply or where data appears to conflict.
- Carries responsibility for consideration and resolution of major problems for a business function
- Resolves issues which are highly complex, nonrecurring and novel. Carries responsibility for consideration and resolution of major problems for the entire organisation.
- Resolves highly complex and novel issues with far-reaching impact and/or consequences. Carries responsibility for consideration and resolution of major problems for the entire organisation.

Please provide additional commentary if needed:

Communication and working relationships

Please highlight the option that best describes the role (mark the one that best describes how this role will operate most of the time):

- Interaction with others is limited to own team with little requirement for internal or external contact.
- Interacts with a range of individuals both within and outside immediate team to convey basic information.
- Exchanges technical or nontechnical information with colleagues and immediate superiors and/or customers.
- Shares information with a range of stakeholders internal and external but with limited requirements for persuasion.
- Interprets and explains information to audiences who are not familiar with the subject matter often requiring persuasion.
- Required to convey complex information and persuade a range of diverse stakeholders/audiences.
- Required to manage & resolve complex issues across a range of diverse stakeholders/audiences, often external as well as internal.
- Develops and communicates strategies for a department/function.
- Develops and communicates strategies for a major business segment / multiple functions.
- Develops and communicates strategies and sets vision for the organisation.

Please provide additional commentary if needed:

Timeframe

Please highlight the option that best describes the typical time horizon that this role is responsible:

- Focus on here and now
- Focus on current financial quarter
- Focus on performance across financial year
- Focus 1 - 2 year time frame
- Focus 2 - 5 year time frame

Please provide additional commentary if needed: