

JOB DESCRIPTION

Post:	Conference and Banqueting Supervisor
Responsible to:	The Conference & Banqueting Supervisor reports directly to the Catering Manager and liaises with the Sales Office team to provide excellent customer service at all times.
Summary of post:	To ensure and supervise the smooth operation of the Conference & Banqueting (C&B) function within the Lodge and any other location in the Cathedral Precincts where events are being hosted, incorporating Front and Back of House areas. To work closely with the Catering Manager and liaise with the Sales Office team to provide excellent customer service at all times.

Canterbury Cathedral is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All post holders and volunteers are expected to share this commitment

Hours of work: 37.5 hours per week, Monday to Sunday, including bank holidays

PRINCIPAL TASKS

- To meet & greet all conference and event customers, ensuring needs are met and expectations exceeded.
- To check and supervise the Conference & Banqueting team.
- To manage a wide range of conferences and events, including high volume banqueting and wedding receptions, VIP private dining and festive events.
- To follow all Standard Operating Procedure (SOP'S), ensure staff are aware and trained in these standards.
- In the absence of the Catering Manager, attend all relevant meetings as required.
- To adhere to the procedures in your department, reporting any discrepancies to the Catering Manager.
- To have a full understanding of all room types, location, configurations and to have sound knowledge of all hotel facilities, local area and directions to the hotel.
- To ensure all documentation and information on your shift, relating to the operation is presented promptly, clearly and accurately and kept in the correct file for future reference.
- To check, monitor and follow up all accounting requirements involving individual, function and group postings and payments in accordance with the hotel's accounting procedure.
- To ensure all meeting rooms are set to the required standard on a daily basis.
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- To carry out/issue cleaning rotas as required in order for all areas to be as above point. Carry out spot checks and regular checks.
- In the absence of the Catering Manager, complete rotas & timesheets paying particular attention to staff ratio's so that the department meets forecasted business demands.
- To provide supervisory cover for breakfast and other catering activities in the absence of the Catering Manager or Breakfast Supervisor as required.
- To order stock and equipment and maintain requisition system to ensure accurate stock & cost control.

- To ensure the C&B Health & Safety folder is maintained and all paperwork is kept up to date.
- To take reasonable care for the health and safety of yourself and other people who may be affected by what you do or do not do at work.
- To co-operate with the management of the Dean and Chapter of Canterbury to enable it to comply with any prohibitions and requirements imposed on it by the relevant health and safety legislation.
- To refrain from interfering with or misusing anything provided by the Chapter of Canterbury in the interests of health, safety and welfare.
- To inform your Manager of any shortcomings in Canterbury Cathedral's arrangements for carrying out the Health and Safety Policy.
- To use all equipment in accordance with your training and instructions and report to your Manager any defects in plant, equipment or premises that could present a risk to health and safety.
- To inform employees of the possible hazards in their areas, the protective control measures that have been put in place, how and when to use them and the safe operational procedures that must be adopted.
- To ensure that all health and safety rules are observed and that appropriate measures are taken for persistent violations.
- In conjunction with the Health and Safety Officer, conduct regular inspections of your staff working areas and the equipment being used, to ensure its continued safe operation.
- Carry out any reasonable task that may be required by management.

PERSON SPECIFICATION

By embracing the Cathedral's Code of Conduct, demonstrate the commitment to creating a positive, inclusive and respectful community at Canterbury Cathedral, where everyone can flourish and contribute to making real in this place the gift of 'life in all its fullness'.

ESSENTIAL KNOWLEDGE AND SKILLS

- Experience in a similar role in a high volume conference and events environment specifically with experience of hosting weddings receptions.
- Demonstrable interpersonal and customer service skills. Pro-active who can work to strict deadlines.
- Able to give guidance and instruction to banqueting staff.
- Able to prioritise, organise and be self-disciplined with exceptional host and people skills.
- Basic keyboard and clerical skills.
- Understanding of and sympathy with the aims and purposes of the Cathedral, its mission and ministry.

DESIRABLE KNOWLEDGE AND SKILLS

- Up to date with food safety, fire and health and safety legislation
- Food Hygiene Certificate
- Basic 1st Aid Certificate
- Basic Health and Safety Certificate

PERSONAL ATTRIBUTES

- Sufficiently active and fit enough to lift and move equipment, furniture and luggage in order to fulfil the requirements of the position.
- Well presented.
- Flexible and adaptable to accommodate a diverse range of clients.
- Flexible in approach to working times as this position includes working irregular days to match the business demands of the CCL which includes weekends.

ADDITIONAL REQUIREMENTS

A satisfactory disclosure from the Disclosure and Barring Service may be required upon employment. This position is exempt from the provision of Section 4(2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. The grounds on which it is exempt are that in the normal course of your duties you will have access to persons under the age of 18, and that your normal duties will be carried out wholly or partly on the same premises where the provision of training to persons under 18 takes place. Applicants are therefore not entitled to withhold information about convictions which for other purposes are “spent”. The DBS Code of Practice is available on request, alternatively you can obtain it from the DBS website www.homeoffice.gov.uk/dbs

LOCATION

Canterbury Cathedral Lodge

EQUALITY STATEMENT

The Dean and Chapter recognises that discrimination and victimisation is unacceptable and that it is in the interests of the organisation and its employees to utilise the skills of the total workforce. It is the aim of the organisation is to ensure that no employee or job applicant receives less favourable facilities or treatment (either directly or indirectly) in recruitment or employment on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation.

This job description is provided to assist the post holder to know their principal duties. It may be amended from time to time in consultation with the post holder, by, or on behalf of, the Head of the Department, without change to the level of responsibility appropriate to the grading of the post.

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