

## JOB DESCRIPTION

**Job:** Conference Centre Manager

**Location:** Focolare Centre for Unity, 69 Parkway, Welwyn Garden City, AL8 6JG.

**Salary:** From £25K pro rata according to experience.

**Start date:** 4 January 2022

**Reports to:** Appointed Member of Trustees of the Focolare Trust

**Responsible for:** One member of staff and a small team of volunteers

### Context

The Focolare Centre for Unity is housed within the former Mater Dei School on Parkway in the heart of Welwyn Garden City, Hertfordshire. Externally the building resembles the school and convent. Within, it is bright, airy and modern and is run as a conference centre.

We have 4 conference rooms seating from: 20 – 115, the larger rooms have translation facilities, bedroom accommodation for 31 single ensuite which can accommodate 60 when rooms are shared.

The Centre is well known and respected in the town and throughout Hertfordshire. We host international and national meetings.

Our client base includes, NHS, Local and County Council, charity groups, religious and interfaith organisations.

Our manager is responsible to the Board of Trustees for coordinating the day-to-day functioning of the Centre for Unity, while maintaining its welcoming, safe, and caring ambience; and for continuing a viable, quality service that prioritises the differing needs of the guests.

The Centre is a foundation of the Focolare Trust (Reg. Charity 279072) and welcomes groups which comply with the general aims of the Focolare Trust.

Focolare's mission is to bring unity to division and making the world a place where everyone is respected. The Centre is run according to the Focolare ethos of dialogue, equality, sustainability, fairness and integrity ([www.focolare.org/gb](http://www.focolare.org/gb)).

Conference Centre Manager

### RESPONSIBILITIES

#### Managing staff

- ❖ Managing the small work team of paid and volunteer members: to lead, motivate, listen to, encourage and develop the team.
- ❖ Organising staff training and holding supervision and appraisal meetings.
- ❖ Prepare duty management / office rotas: to prepare weekly rotas for all staff ensuring adequate cover to meet the needs of the guests and for all upcoming activity in the Centre.

The Focolare Trust (Focolare Movement) a registered charity in England and Wales (279072) in Scotland (SC039844)

## **Service Delivery**

- ❖ Taking a hands-on flexible 'team leader' approach to the running of the Centre, sharing duties with the staff including cooking.
- ❖ Setting, monitoring and maintaining the highest possible standards of hospitality, food and service, including AV facilities and to communicate these clearly to the staff.
- ❖ Ensuring compliance with health and safety, licensing laws and other legal regulations.
- ❖ Negotiating with external service providers and suppliers as required.  
Liaising with the finance team for any financial matter.
- ❖ Interacting regularly with guests to deliver a personalised service.
- ❖ Ensuring all queries from guests and potential guests are answered and dealt with accurately and in a timely manner.

## **Facility Management**

- ❖ To oversee and take responsibility for the security of the property and equipment.
- ❖ Maintaining and recording statutory records.
- ❖ Observing any faults or minor repairs to be made on the building, employing workers and supervising their work. Reporting to and relating with the Focolare Trustees for any major repairs or improvements to the fabric of the Centre.

## **PERSON SPECIFICATION**

### **The manager of the Centre will have the following qualities:**

- ❖ A flexible approach to supporting a group of volunteers and paid workers
- ❖ A sense of humour
- ❖ Able to deal with the unexpected issues which occur within a conference centre
- ❖ Ability to remain calm under pressure
- ❖ Positive and creative outlook to their work
- ❖ A high level of organisational and planning ability
- ❖ General financial awareness
- ❖ Sympathetic to the vision, aims and objectives of the Focolare Centre
- ❖ Sensitivity to the different needs of diverse groups

### **Skills base**

#### **The manager of the Centre will have proven evidence of the following:**

##### **Essential:**

- ❖ Relevant experience in hospitality and/or transferrable experience and skills from other management roles
- ❖ Customer service skills
- ❖ Social and interpersonal
- ❖ Good management skills
- ❖ Ability to plan ahead

##### **Desirable:**

- ❖ Catering experience
- ❖ Competence with AV equipment