



Friends of
**Stretford
Public Hall**

JOB DESCRIPTION

Job title:	Bookings Manager – Maternity Cover
Salary:	£32,000 p.a.
Hours:	Full time, five days per week (37.5hrs)
Duration:	Fixed term – maternity cover (minimum 12 months)
Reports to:	Hall manager – Stretford Public Hall
Responsible for:	Casual staff & volunteers

SCOPE OF THE ROLE:

Working with Hall colleagues, develop and then manage/deliver the Hall's commercial booking packages, including weddings and conferences.

Promote Stretford Hall's historic events space and its event capabilities to potential customers, partners and stakeholders and ensure high level customer satisfaction.

Working with the hall Manager, devise budgets and operational plans to grow income levels in line with the strategic plan.

Manage a team of casual hospitality staff and regular volunteers to give them clear guidance and briefing who will assist with events and commercial hires.

The role requires working mainly Monday to Friday but some weekend working and occasional evening /late night working will be expected, particularly to cover larger / more complex events.

MAIN RESPONSIBILITIES:

Room bookings & commercial hires

Manage all room hire/bookings, liaising with individuals and organisations, raising invoices for deposits and payment, and ensuring all bookings are in line with the hall's Booking Policy.

Ensure all enquires are responded to within agreed timeframes, tracked via the CRM, that responses/conversions and feedback are reviewed to enhance offer and address any quality improvements/misses.



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Working with the hall's Manager and with support from the Finance Manager, propose revenue, pricing/cost targets and budgets to grow commercial room hire and event income in line with the Hall's strategy.

Develop detailed packages/offers for room hire, specific events such as weddings and conferences, including pricing/costs/margins and any agreed discount levels ensuring a high quality, professional room hire offer.

Research and develop new room hire and commercial hire opportunities, in line with the hall's vision and values and the Hall's capital investment programme.

Develop and document booking processes/procedures from enquiry through to invoicing ensuring all staff are aware/trained and auditable records are maintained and shared as required.

Marketing and communications

Work with Hall team to ensure events and room hire opportunities are appropriately marketed and promoted as appropriate.

Develop materials to promote room hire/hire packages and ensure these are effectively distributed to potential customers.

Use social media (Facebook, Twitter, Instagram and other channels) to promote the Hall and its offer. Maintain relevant website content and information about events and room hire is always up-to date, relevant and well presented.

Booking management

Ensure all room bookings & external event plans fit within planning and licencing requirements, health, safety and supervision legal restrictions, and carry out risk assessments. Organise additional equipment, suppliers, contractors, and if necessary negotiate prices and hire.

Manage/oversee the delivery, staffing and management of weddings, private parties conferences and other large events including liaising with the hirer/customer to;

- Ensure all room bookings & external events are in line with the Hall's Booking Policy
- Agree room booking requirements and ensure hirers understand all building restrictions, capacity, activities, planning permission & licencing etc
- Handle client queries and make arrangements for building management on the day of the room booking / external event to ensure that all runs smoothly and to budget.
- Ensure appropriate staffing and management of all room bookings and external events, including hospitality, security and building management staff.
- Responsible for stock-control and ordering of all stock for café / bar / hospitality as required.



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Together with the Hall Manager ensure that;

- Facilities for car parking, traffic control, security and first aid are provided.
- Insurance, legal, licencing, and health and safety obligations are followed.
- Efficient set up/break-down of all events, ensuring no damage to the building.

Financial management

Ensure all room bookings and external events are appropriately budgeted/costed, in line with budget allocations.

Set up and manage tills and floats for any room bookings which require a bar / cafe, ensuring all transactions are handled in line with the Hall's financial policy and procedures and that staff are trained in cash handling and cashing up.

Management of casual staff and volunteers

Recruit casual hospitality staff (bar staff and duty managers) for events.

Together with Duty Managers, manage casual staff team, managing performance and ensuring required training and professional development. Set and communicate staff rotas and event schedules, ensuring adequate staffing for all large events and commercial hires.

Track of casual staff hours and providing timely payroll information.

Work with the Volunteer Coordinator to create a pool of events volunteers and provide any training for specific roles.

General

Contribute ideas and support to the mission of the Hall and take an active part in the wider team's day-to-day running of Stretford Public Hall, attending staff meetings, standing in for colleagues, providing updates for the Board, and generally supporting the wider work of the hall.