

## **Ballroom Manager job profile**

The Ballroom Manager is responsible for overseeing the day-to-day operations of the ballroom, bar, annex and kitchen, ensuring that customers have a positive and enjoyable experience. The Ballroom Manager manages inventory, orders supplies, creates drink menus, recruits and trains staff and ensure the bar is correctly staffed for all events and bookings. Oversees the annex and kitchen ensuring they are kept clean and tidy and stocked as required. They are in charge of Ballroom Bookings, ensuring the room is set up as required for each booking and returned to the standard format, equipment is functional, laundry is arranged as needed and the area is kept clean and tidy. This is a leadership position that requires excellent communication, organizational, and customer service skills. The Ballroom Manager must be able to work flexible hours, including evenings and weekends, and have a passion for the hospitality industry.

The role is for a minimum of 6 hours per week, with flexibility on working times and additional hours as required with notice.

Salary will be paid by the hours worked at £15.00 per hour, increasing to £30.00 per hour between the hours of midnight and 2:00am and on Bank Holidays.

You will be employed by the Town Council as an employee and therefore be subject to the Council's Employee Handbook and all other policies adopted by the Town Council. The Town Council operates a PAYE system for tax and National Insurance.

## **Ballroom Manager job description**

We are looking for a skilled Ballroom Manager who will oversee the day-to-day operations of our ballroom including the bar, annex and kitchen. In this role, you will be responsible for managing inventory, creating and maintaining schedules and staff rotas, and ensuring that our customers receive the highest level of service. You will also be expected to lead by example and motivate your team to meet and exceed our business goals. You will report to and be directly managed by the Town Clerk.

## **Ballroom Manager duties and responsibilities**

- Oversee the daily operations of the ballroom, co-ordinating with the Buildings Manager to cover bookings as required, ensuring the room is set out as requested and returned to standard after the event, all equipment is functional and the room is kept clean and tidy.
- Oversee the daily operations of the bar, including inventory management, dealing with suppliers, staff scheduling, staff management, staff training and customer service.
- Create and maintain a welcoming and inclusive atmosphere for all customers.

- Develop and implement marketing strategies to increase bookings, bar sales and customer engagement.
- Recruit, train and supervise bar staff, ensuring they are knowledgeable about products, policies, and procedures.
- Create and maintain rotas of staff to cover all events and bookings as required.
- Monitor and maintain the quality of beverages and food served at the bar.
- Manage and maintain the ballroom and bar's financial records, including cash handling, budgeting, and reporting. Creating and monitoring payments of invoices as required.
- Ensure compliance with all local and national laws and regulations regarding room hire, fire safety, alcohol service and sales.
- Collaborate with other staff, contractors, Councillors and event planners, to ensure seamless operations and customer satisfaction.
- Continuously evaluate and improve the ballroom and bar's offerings, including promotions, and events.
- Cover the Office in the absence of the Town Clerk, answering the phone and dealing with enquiries in person and via email.
- Checking the calendar for booking enquiries and sending out relevant documentation as required.
- Covering the building in the absence of the Building Manager, opening up for bookings, setting up the rooms as required and returning the rooms to the standard layout.
- Ensuring the building is clean and tidy and toilets and kitchen dispensers are stocked.
- Dealing with issues during the event as required.
- Action as Lead Fire Safety marshal when covering the Building Manager role, training will be provided.
- Ability to use an Evac-Chair, training will be provided.
- Ability to use technical equipment including, but not limited to:
  - The Council's projector and screen;
  - The sound and music system
  - The lighting system, training on all of these will be provided.

- Carry out any other roles or responsibility commensurate with the salary grade of the job as required by the Council or the Town Clerk.

### **Ballroom Manager requirements and qualifications**

- BIIAB Level 2 Award for Personal Licence Holders or a similar accredited qualification is desirable.
- A personal licence to sell alcohol is desirable.
- Proven experience as a bar manager or similar role.
- Excellent communication and interpersonal skills.
- Ability to manage personnel and meet financial targets.
- In-depth knowledge of beverage and food service.
- Familiarity with relevant health and safety regulations.
- Computer literacy.
- Qualification in hospitality management or related field is desirable.
- Knowledge of inventory management and cost control.
- Excellent customer service skills.
- Negotiation skills to deal with customers and suppliers and get the best deals possible.
- Knowledge of Local Government Services and who provides them is desirable.
- Knowledge of Town Councils and how they operate and the legislation they work under is desirable.
- Ability to work flexible hours, including weekends and holidays and take on additional hours as needed.
- Knowledge of Padiham is desirable.