



**Dundee Industrial Heritage Ltd.
Conference & Events Operations Manager
Discovery Point and Verdant Works**

Job Description

Identification

Post Title	:	Conference & Events Operations Manager
Terms	:	Full-time
Annual Salary	:	
Department	:	Operations Department
Responsible to	:	Commercial Director

Background

Dundee Heritage Trust runs two highly respected and vibrant museums – The Royal Research Ship Discovery/Discovery Point and Verdant Works. Both sites are fully accredited museums and have won numerous awards, both national and international, as well as being 5 star rated attractions with Visit Scotland. Both the polar and jute collections are Recognised Collections of National Significance.

Purpose of Job

The Conference & Events Operations Manager is part of a small team responsible for the delivery of all conference and events business at Discovery Point and Verdant Works. The post holder reports to the Chief Executive and will support them in ensuring that the Trust's conference and event business is delivered to a high standard in conjunction with external contractors and the in-house team.

The postholder will be confident, have strong business acumen and the ability to work well under pressure. They will have the talent to build, develop and motivate a team to deliver excellent levels of customer care. 3 years' experience within a supervisory role within a busy hospitality environment is essential.

A flexible and friendly approach to work is required and the ability to work as an integral part of a small team is essential.

Major responsibilities

- Responsible for the smooth running of DHT's conference and events operation
- Ensure meeting rooms and events areas are set up correctly for guests to ensure they receive an excellent experience

- Manage event schedules to ensure they run to plan and including the catering requirements
- Ensure client requests are met within their conference/event
- Work with the C & E team to discuss the requirements of each event and ensure all details are met
- Ensure all working areas are kept clean and tidy
- Answer and solve guests requests and aim to fulfil any special requirements during the event
- Identify any issues within the department and work across the team to ensure the highest customers service at all times
- Coaching, training and supporting all conference staff to provide consistently high standards, while working to deliver continuous improvement
- Control stock, linen and departmental requirements and maintaining records of this

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the post holder will be required to carry out other duties to the equivalent level that is necessary to fulfill the purpose of the post.

March 2024