

Marylebone Cricket Club ('MCC')

Job Profile

Job Title Hospitality Manager / Hospitality Executive	Department Catering
Reporting to Head of Hospitality and Event Operations	
Dimensions of Role Hours: 09:00hrs to 18:00hrs, Monday to Friday (inclusive), including one hour unpaid lunch on each day worked; making a total of 40 working hours per week.	
Key Purpose of Role <ul style="list-style-type: none"> ▪ Responsible for the management, accurate co-ordination and delivery of the match day hospitality package offer at Lord's Cricket Ground. ▪ Management of Corporate Box, Restaurant and afternoon tea offers. ▪ To operationally and financially deliver the business from day to day 	
Key Tasks and Accountabilities Hospitality Executive and Hospitality Operations Manager <ul style="list-style-type: none"> ▪ To manage and deliver the Lord's corporate hospitality offering ▪ Management and delivery of the Lord's Afternoon Tea offer ▪ Responsible for allocating, packaging and dispatching all hospitality tickets ▪ Compilation of table plans and event related administration ▪ Liaise with Marketing Department for design and ordering of all pre-match and match day documentation ▪ Procurement of all packaging, gifts, programmes and printed materials ▪ Design and procurement of hospitality uniform ▪ Booking of match day guest speakers ▪ Assist in creation of partner tenders for flowers, facility management, theming, hostesses and catering ▪ Coordination of all hospitality menus ▪ Planning, coordination and operation of all relevant tastings in liaison with kitchen team ▪ Liaise with all suppliers and ensure continually updated with sales levels ▪ Compilation of post event feedback analysis and presentation to senior catering team ▪ Continually strive to improve, innovate and drive the customer experience across all areas of the business ▪ To ensure that all relevant departments in the MCC are continually updated with all relevant information to ensure the delivery of a successful event ▪ Compilation and maintenance of standard operating procedures for all hospitality package venues ▪ Have an in-depth knowledge of competitor venues and take part in events and exhibitions as required ▪ To assist Head of Hospitality and Event Operations with weekly administration tasks, maintain all records and keeping documentation in order ▪ To carry out any other reasonable request as directed by head of hospitality and event operations ▪ Ambassador for the MCC brand in all aspects of personal presentation, communication and event delivery 	

Hospitality Manager

- Management and delivery of the hospitality, corporate box and restaurant coordination/operation, including full understanding of offers available
- Set and maintain hospitality, box and restaurant budgets. Ensure that business is delivered in accordance with agreed forecasts and budgets
- Responsible for overseeing hospitality temporary structures, including design, offer, build and dismantle
- Responsible for internal coordination of all box catering orders and updates
- Management and continual development of the hospitality box portal
- Recruitment, organisation and training of all match day venue managers
- Recruitment and organisation of casual packaging team for dispatch of all guest documentation pre event.
- Management of match day and weekend rota's for hospitality boxes and restaurant co-ordination team
- Complete appraisal of Restaurant Operations Manager, Hospitality Administrator and Hospitality Coordinator
- Management and maintenance of hospitality processes, including client facing interactions and office programmes
- Compilation and maintenance of standard operating procedures for all restaurants, boxes and afternoon tea events

This job profile is not an exhaustive or definitive list of all possible job responsibilities, tasks, and duties. The responsibilities, tasks and duties of the jobholder might differ from those outlined in the job profile and duties might be amended as the job evolves in light of the needs of the business and/or at the discretion of management.

Variations of job relating to Major Matches

- Attend at all Major Matches with extended hours as appropriate, including weekends.
- General assistance with any aspects of ground operation and management of the restaurant, box and package hospitality offer.
- On Major Match Days: Responsibility for overall corporate operational delivery
- Post Major Match Days: Management & coordination of all customer feedback analysis and manager debriefs
- Any other duties as required whether in the Department or elsewhere around the Ground.

Values and Behaviours

- Have a positive and proactive approach to all elements of the role.
- Take responsibility for own actions and outputs.
- Be respectful to all MCC employees, casual workers, Members and visitors.
- Actively promote team work by supporting others and sharing knowledge.
- Deliver high quality work/service in a timely way.
- Actively work to help improve standards across the Department.

Health and Safety

- At all times be responsible for the safety of yourself and others through adherence to MCC (and legal) safety rules and procedures
- To report any unsafe practices, equipment or circumstances as appropriate.
- Wearing of any required protective clothing and equipment.
- Comply fully with relevant security policies and procedures.
- Be familiar with fire procedures and evacuation procedures and be prepared to operate when/if trained as Fire Warden.

Person Specifications, Skills & Qualifications

Essential

- Calm and efficient with tact, discretion and the ability to work quickly under pressure maintaining a high level of accuracy and detail.
- A proven track record in the events industry and passionate about hospitality with the ability to achieve and maintain an exceptional level of service at all times.
- Excellent communication skills
- Ability to create relationships with all levels of team, catering, wider MCC team & clients
- IT literate, including Word, Excel Outlook & PowerPoint
- High standard of personal presentation
- Flexibility in working hours
- Excellent interpersonal skills
- Budgeting knowledge, organisational ability

Desirable

- WSET Level 2
- Knowledge of See Ticketing Software
- Knowledge of Kinetic Software

Written by Chris Warden

Date January 2019

Accepted by

Date