

Wedding & Events Manager

Heacham Manor Hotel (Part of Searles Leisure Group)

Office Based – Heacham Manor Hotel, Heacham Full-time position (min average of 42.5 hours per week)

Immediate start available

Heacham Manor Hotel is a Grade II Listed Country House in the quaint village of Heacham, close to the beautiful North Norfolk Coast. The hotel boasts 45 bedrooms, The Mulberry Restaurant with a long standing AA Rosette award, a boutique Spa, 18-hole golf course with Sports Bar and beautifully manicured gardens.

Searles Leisure Group is a privately owned and successful family run business with over 60 years trading under its belt. The group includes Searles Leisure Resort, a 5* award winning holiday resort with 163 holiday homes, 321 touring pitches and leisure facilities including indoor and outdoor pools, golf course, driving range, bars and restaurants.

Due to internal promotions and the expansion of the weddings and events business at Heacham Manor Hotel, we are hiring a full-time Wedding and Events Manager to manage all weddings and events through the entire process from winning new business to delivering operational excellence. This role offers tremendous opportunity for growth with the proposed development of additional function and events space.

The Role

As the Wedding & Events Manager you will oversee the entire sales cycle from initial enquiry, to following up and closing the business deal and also be responsible for coordinating the event on the day, in conjunction with the hotel operations team. You will also be expected to attend trade shows, exhibitions & visit corporate businesses to promote the business and secure bookings.

You will be expected to be a hands-on member of the hotel management team, work as duty manager when required, be prepared to work flexible working hours and be dedicated to consistently exceed the expectations of the customer.

This is an exciting and varied role that will suit a person with an outgoing, confident personality with excellent sales and communication skills, exceptional attention to detail and strong service and administrative skills. You will require the energy to work in a fast paced environment and to make decisions under pressure.

The Ideal Candidate

- Minimum of 12 months experience in a similar role in the hospitality sector
- Creative, outgoing personality with excellent written and verbal communication skills

- Excellent organisation and time management skills with an eye for detail and the ability to use your own initiative.
- The ability to work under pressure whilst maintaining a positive, can-do attitude.
- Excellent sales and negotiation skills and the ability to demonstrate success in converting enquiries to committed business.
- Previous experience of managing budgets and forecasts and have a proven record of achieving financial targets.
- Comfortable to roll up their sleeves by helping the operations team to set-up and serve the customer as required.
- Customer focused with a commitment to delivering exceptional levels of guest service.
- Have the ability to problem solve and manage complaints to a satisfactory conclusion.
- Flexibility to work weekends and evenings as required.
- Have the ability to build strong and effective working relationships with staff and customers.
- Highly motivated and committed to delivering event excellence.
- Fully IT literate with strong IT Skills (MS Suite, especially Outlook, Word, Excel & PowerPoint).
- Excellent Social Media skills (Facebook, Twitter and Instagram).
- Fluency in English (verbal and written)
- Full Driving Licence

Salary & Benefits

- Salary £22 -£25K depending on experience.
- 28 days paid holiday (including Bank Holidays) • Discounts in the Food & Beverage Outlets at Searles Leisure Resort.
- 10% Discount at The Mulberry Restaurant at Heacham Manor Hotel.
- Use of Company facilities including Clubhouse, Children's Sidney Soft Play, Swimming & Splash Pools & Gym.
- Discounts on Golf & Gym Memberships.
- 10% Discount on treatments at The Mulberry Spa at Heacham Manor Hotel.
- Discounts at the Princess Theatre in Hunstanton.

- Offers on accommodation at Searles Leisure Resort and Heacham Manor Hotel.
- Statutory pension scheme.
- Excellent Training and Development opportunities within the company
- Company laptop and mobile phone

To apply for any of our advertised roles, please email a copy of your CV and covering letter to recruitment@searles.co.uk