

Functions Deputy Manager

Heacham Manor Hotel (Part of Searles Leisure Group)

Office Base – Heacham Manor Hotel, Heacham

Full-time (45 hours per week) or Part-time (30 hours per week)

Reporting to Functions & Bars Manager/Group Operations Manager (F&B Operations) – Secondary reporting to Head of Marketing (Sales & Marketing)

Immediate start available

Heacham Manor is a charming 16th century Grade II listed country house hotel that has been operating as a hotel since 2009. Located only 1.5 miles from Hunstanton, it has a prime location surrounded by popular attractions. Heacham Manor sets itself apart with beautiful natural surroundings and a great selection of facilities including 52 bedrooms from contemporary to luxury, an AA Rosette Restaurant, 18-Hole Golf Course and boutique Spa. 2021 welcomed the addition of The Pavilion, a purpose-built venue with multiple function suites with private south facing garden and bar, a sports bar, west facing terrace bar, golf pro shop and golf changing facilities. Ideally suited to any kind of event, Heacham Manor has 10 versatile events spaces that can cater for up to 150 people.

Heacham Manor is part of Searles Leisure Group, a privately owned and successful family run business for over 60 years and includes Searles Leisure Resort, a 5* award winning holiday resort in Hunstanton with 163 holiday homes, 321 touring pitches and leisure facilities including indoor and outdoor pools, golf course, driving range, bars and restaurants.

Due to the substantial growth of our functions and events space, we are seeking to hire an experienced and enthusiastic Functions Deputy Manager/Coordinator to join the Heacham Manor team.

This is an exciting role with tremendous opportunity for business growth and personal development, an easy sell with brand new state-of-the-art function facilities that are undoubtedly one of the best in Norfolk.

The Role

This is a full-time or part-time role that requires hard work, dedication and flexible working hours, responsible for handling all sales enquiries (and proactive sales to the corporate market), contracting weddings, functions, meetings and events, coordinating/planning them and running the larger functions/events on the day. We have systems and procedures in place to ensure a seamless service to customers and the functions team will work effectively as a team to ensure cover around the needs of the business.

The Functions team will manage the customer relationship and coordinate the event with a documented “Quality Plan” as part of the handover to the Food and Beverage Operations Team. The Functions team will also form part of the F&B Operations Team to run the event on the day until such time that their services are no longer required.

The Functions team will own the entire sales cycle (including trade shows, exhibitions and customer meetings) with the full support of the established Marketing Team. You will also be responsible for the planning and administration of the event and be expected to attend/run occasional events, particularly weddings and larger functions/meetings/events. From time to time, you may also need to assist the F&B Team in day-to-day operational duties.

This is an exciting and varied role that will ideally suit a person with a strong track record in a similar role in the hospitality and events industry, or a related business. You will have a strong work ethic, outgoing, confident

personality with excellent sales, planning, organisational and communication skills, exceptional attention to detail and strong service and administrative skills. You will need to be IT literate and be able to work with Sales/Customer Relationship Management software and other hotel booking systems, that you will be fully trained on.

The Ideal Candidate

- Minimum 12 months experience in a similar role in the hospitality/functions/events 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.
- Must have good sales and negotiation skills and be able to demonstrate success in converting enquiries to committed business.
- Some experience of managing budgets and forecasts and have a proven record of achieving sales targets.
- Comfortable to roll up their sleeves by helping the operations team to set-up and serve the customer when required.
- Customer focused with a commitment to delivering exceptional levels of guest service and event excellence.
- Flexible to work weekends, evenings and bank holidays when required.
- The ability to build strong and effective working relationships with customers, staff and weddings/events suppliers.
- IT literate with proficient experience of using Microsoft Office Suite, especially Outlook, Word, Excel & PowerPoint.
- Experience of Guestline (Reslynx PMS), ResDiary and Zoho CRM would be advantageous, but not essential.
- Knowledge and skills of using Social Media to assist in the promotion of the weddings and events business across multiple social media channels (in conjunction with Marketing).
- Fluency in English (verbal and written)
- Full Driving Licence

Salary & Benefits

- Pro-rata salary up to £28.5K depending on experience.
- Annual Performance Related Bonus
- 28 days paid holiday (including Bank Holidays)
- Food & Beverage discounts at Searles Leisure Resort and Heacham Manor.
- Use of Company facilities including Sidney's Indoor Play Zone, Swimming Pools, Fitness Studio & various sports facilities.
- Discounts on Golf & Gym Memberships.
- 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

Closing date for applications: Monday 4th October 2021

To apply please send an email to Recruitment@Searles.co.uk explaining your suitability for the job and enclose your CV.