

Assistant Operations Manager

Conferencing & Events

Full time, permanent

The Royal Society of Medicine (RSM) is a UK charity and membership organisation dedicated to advancing health.

Through learning and collaboration, we empower a global community of healthcare professionals to enhance their practice and improve patient outcomes, while promoting a broader understanding of health through public engagement.

Founded in 1805, the RSM has a long history of bringing individuals with diverse experiences together to share knowledge and pioneer new approaches to medicine and healthcare. Today, our membership connects the full spectrum of healthcare disciplines and career stages, with our educational events programmes and learning resources supporting healthcare professionals worldwide.

Our members, partners and collaborators work collectively, drawing on one another's expertise to raise standards and develop innovative solutions.

Together, we are transforming healthcare, and lives, for the better.

Job Purpose

The post holder will be required to support activities @ 1 Wimpole Street and to support the meeting and events management in the smooth running of the Society's meetings and events business (both for internal and external clients) within the Financial, Health & Safety and Quality directives of the RSM on a daily basis.

Tasks & responsibilities

Responsibilities

- Managing and assist in the delivery of the smooth running of the conference, banqueting, meeting, and food service operations at 1 Wimpole Street.
- Ensuring that all event and meeting rooms and equipment are ready for use before the client's arrival
- Ensuring that all banqueting rooms are clean and tidy when not in use
- Managing, coaching, training, and development of the operation events team members
- Ensure the highest standards of customer care are always adhered to, including keeping in regular contact with the event organiser or host (or both).

- Assisting management in preparing work schedules for staff ensuring there is sufficient resource planned for events.
- To Manage & Support other departments, such the Club Operations and reception when required from the Management.
- Assisting when requested with the completion of staff time records and submission of hours for payroll processing
- Managing day to day shifts including performing team briefings pre-service.
- On occasion assist with cash handling and float checks as and when required
- Day to day wet, dry and consumable stock requisitioning and ordering as well as control and issuing of stock.
- Perform linen control checks, equipment checks, storage of client deliveries such as conference materials
- Implementation of correct health and safety procedures and escalate issues to senior management or maintenance team.
- Ensure food hygiene policies are adhered to with food service
- Supervise responsible alcohol service in line with license obligations
- Carrying out any other reasonable requests made by the management.
- Completion and overseeing of weekly staff rotas and payroll timesheets to ensure that staffing levels reflects the needs of the business and staff are paid correctly.
- Conducting daily briefings with direct reporting team.
- Conducting performance reviews with all staff regarding their performance, create training program if required to retain and further develop staff.
- Maximise sales and manage costs, identifying any areas of potential opportunity to exceed in either area.
- To deal with at primary level any complaints and escalate when necessary
- Reporting any hazards or damage to the building to the Head of Conferences and Events.
- To carry out any reasonable requests made by the management, outside normal duties, but within the scope of the job to do with the Commercial Services operations at 1 Wimpole Street

Person Specification & Competencies

- Experience of working in a Hospitality Industry
- Experience of managing a medium size events operation team, ensuring a high level of performance and service delivery.
- Budget management and proven experience of recommending improvements, and optimising sales.
- Excellent communications skills and the ability to motivate and influence both internal and external contacts, and customers at all levels.



- Experience of performance management as well as rota planning and meeting management.
- The ability to successfully work on your own initiative and within a team as well as a willingness to learn.
- Strong planning and organising skills and a customer focused and commercial approach.