



Head of Conference & Events – Job Description

Job Title: Head of Conference & Events

Department: Conference & Events

Reports to: General Manager

Direct Reports: Event Manager, Front of House Manager, Bar Manager, Catering Manager

Location: Doncaster Knights, Castle Park, DN2 5QB

Contract Type: Full-Time

Salary: Up to £40,000 per annum DOE

Job Purpose

To lead and grow the Conference & Events department by developing new business opportunities, maximising revenue streams, and ensuring operational excellence across all event delivery functions. The role will oversee a team of managers responsible for event execution, hospitality, bar operations, catering and duty management, ensuring all functions work cohesively to deliver exceptional client experiences and commercial success.

Key Responsibilities

Business Development & Strategy

- Develop and implement a comprehensive strategy to grow conference and event revenues.
- Identify and pursue new business opportunities across corporate, private, and public sectors.
- Build relationships with key clients, stakeholders, and partners to drive repeat business and referrals.

- Work collaboratively with the media & marketing team to create promotional campaigns and sales materials.
- Monitor market trends and competitor activity to ensure the venue remains competitive.

Operational Leadership

- Lead and manage the Event Manager, Front of House Manager, Bar Manager, and Catering Manager to ensure effective delivery of all events.
- Oversee end-to-end planning and execution of conferences, meetings, banquets, matchday hospitality, and private functions.
- Ensure all operations meet agreed service standards, health & safety regulations, and customer expectations.
- Implement robust event planning processes, SOPs, and quality assurance mechanisms.

Team Management & Development

- Provide leadership, coaching, and support to the management team.
- Set and monitor performance objectives, conduct regular reviews, and identify training needs.
- Foster a collaborative team culture that prioritizes service excellence and continuous improvement.

Financial Management

- Develop and manage departmental budgets, forecasts, and KPIs.
- Monitor financial performance of all event-related revenue streams, identifying areas for improvement.
- Control operational costs while maintaining high service levels and customer satisfaction.

Compliance & Standards

- Ensure full compliance with licensing laws, health & safety, food hygiene, and fire regulations.
- Oversee risk assessments and event safety protocols in collaboration with the relevant departments.
- Ensure the venue maintains high standards of cleanliness, presentation, and readiness.

Matchday Hospitality:

- Take ownership of all matchday hospitality operations, ensuring a seamless and premium experience for all guests, sponsors, and partners.
- Work closely with commercial and ticketing teams to coordinate VIP experiences, boxes, and hospitality packages.
- Oversee catering, bar, and front-of-house teams to ensure timely service delivery and presentation standards.
- Monitor and review matchday performance and client feedback to drive continuous improvement and retention.

Person Specification

Essential:

- Proven experience in a senior events, hospitality, or venue management role.
- Strong leadership skills with experience managing multidisciplinary teams.
- Commercially driven with a track record of delivering business growth.
- Excellent communication and client relationship skills.
- Strong financial and operational acumen.

Desirable:

- Experience working within a sports, stadium, or leisure venue environment.
- Knowledge of licensing, health and safety, and food hygiene regulations.
- Qualification in Events Management, Hospitality, or Business.

Key Working Relationships

- General Manager & Management Team
- Conference & Events Team

And Finally.... The list of duties in this job description is not exhaustive and is intended to outline the main activities of the post holder. Duties and responsibilities may be subject to change taking into account the development needs and following full discussion with the post holder.

Equal Opportunities

Doncaster Knights is committed to creating an inclusive and welcoming workplace. We value diversity and encourage applications from all qualified individuals.

To Apply:

Please send your CV and a cover letter outlining your suitability for the role to recruitment@castle-park.co.uk by Sunday 31st August at 11pm.