



MONTEGO BAY CONVENTION CENTRE

Job Description and Specification

JOB TITLE:	General Manager
PRESENT GRADE:	
POST #:	
REPORTS TO	Board of Directors of the MBCC
MANAGES:	Director of Corporate Services Director of Culinary/Executive Chef Director of Finance Director of Sales & Events Director of Operations All Staff

THIS DOCUMENT IS VALIDATED AS AN ACCURATE AND TRUE DESCRIPTION OF THE JOB AS SIGNIFIED BELOW

Employee

Date

Manager/Supervisor

Date

Head of Department/Division

Date

Date received in Human Resource Division

Date created/revised

JOB PURPOSE

Under the direction of the Board of Directors' the General Manager is responsible for the successful leadership and management of the Montego Bay Convention Centre (MBCC) and the provision of strategic guidance and oversight to the marketing and operations functions in accordance with the direction of the Board of Directors. This position is also responsible to build strategic partnerships with local tourism organizations and industry partners.

KEY OUTPUTS

- Technical and Strategic guidance and oversight provided.
- Conventions Marketed.
- Annual Reports, Financial statements and budgets prepared.
- Corporate Plans, Budgets, Operational Plans and Work Plans prepared
- Assets and inventory managed.
- Information and communication technology managed.
- Goods and Services procured.
- Performance Evaluation Management System established and maintained
- Highly energised, well trained and committed staff engaged

KEY RESPONSIBILITIES

MANAGEMENT & LEADERSHIP

- Develops MBCC's long range Strategic Plans and Operational Plans in keeping with Ministry OF Tourism's policy guidelines.
- Presents strategic plans to the Board of Directors, outlining the objectives, strategies and programmes of MBCC
- Provides technical and managerial support to the Board of Directors
- Directs empirical research to aid conceptualizing creative and innovative programmes and initiatives
- Develops appropriate monitoring mechanism, procedures and controls that will enhance the effectiveness of the organization's use of its resources
- Oversees the preparation of quarterly and annual progress reports and participate in quarterly reviews within the monitoring and evaluation framework the Ministry of Tourism
- Ensures that appropriate Human Resource strategies, policies and procedures are developed and are administered impartially
- Develops performance indicators and targets for direct reports
- Ensures that the Employee Performance Evaluation System is developed and instituted
- Establishes and maintains open communication channels to facilitate free flow of information and ideas at all levels

- Promotes sound customer relations with internal and external customers
- Coordinates and presents to the Board of Directors the capital and recurrent budgets for MBCC
- Receives and evaluates prescribed reports, and institutes appropriate corrective action, in conjunction with the management team
- Analyses and appraises the MBCC's operation and submit monthly reports to the Board of Directors and periodic reports to the appropriate Ministries
- Evaluates MBCC performance and implementation projects
- Conducts marketing, budgeting and weekly meetings with Directors
- Directs the development and administers the execution of operating and marketing financial plans and documents to include operating revenue and expense budgets; capital expense plans and budgets.
- Control of day-to-day operations; assuring the coordination of plans, programs and events; conducts post-event operational and financial review and analysis.
- Provides final approval of all contracts and agreements with suppliers, promoters and tenants for necessary activities and services at the facility.
- Provides or coordinates for timely and effective response to directives and requests received from internal and external organizations, agencies, departments and individuals; assures and maintains the integrity of the facility in all forms of communication and personal contacts.
- Oversees and advises Human Resources on any necessary revisions/modifications to the staffing plans, including number and types of employees, essential functions, salaries, and benefits.
- Assures the administration of personnel and the operation of the plant and facilities are conducted in accordance with applicable government regulations.
- Oversees the recruitment and selection training and evaluation of high calibre staff
- Establishes and maintains effective working relationships with the tenants, employees, union representatives and the general public.
- Signs lease agreements for rental of spaces not related to conference activities subject to the approval of the Board of Directors
- Collaborates with Ministry of Tourism to implement training and development programs to ensure proper utilization of assets
- Interface with the Ministry of Tourism in matters pertaining to the effective administration of the MBCC
- Liaise with Permanent Secretary, Ministry of Tourism and the Ministry of Finance & the Public Service in preparation of the annual budget

FINANCIAL

- Exercise overall governance and accountability and proper use of financial resources in accordance with strategic objective, plans and budgets
- Ensures that the treasury functions are performed in a manner consistent with the organization's cash flow commitments and obligations
- Ensures systems are in place to support the provision of timely audited financial reports in keeping with GOJ guidelines

- Ensure compliance with all statutory requirements and relevant government policies and guidelines including the preparation of Audited Financial Statements , Financial and Annual Reports
- Keep abreast of legislative changes, Government policies and guidelines, macro-economic indicators and trends occurring in all sectors, etc. that would impact on the proper and efficient performance of the organization
- Discusses and agrees on key performance indicators (KPI's) with the Ministry of Tourism
- Makes appropriate representation to GOJ for appropriate budgetary support as approved by the Board of Directors
- Attends Public Accounts Committee meetings and budget debates at the Ministry of Finance and the Houses of Parliament when required
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HUMAN RESOURCE

- Ensure that appropriate Human Resource strategies, policies and procedures are developed and are administered impartially
- Ensure that training and personal development opportunities are provided to enhance individual job performance
- Developing performance indicators and targets for direct reports
- Ensure that the Employee Performance Evaluation System is developed and instituted

REQUIRED COMPETENCIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Wealth of experience in marketing of convention and tradeshow facilities, and operations management, and related activities
- Working knowledge of GOJ machinery of Government, Procurement., asset and inventory management
- Developed successful relationships with organizers of conventions, tradeshows, and meeting planners, hotel general managers, Tourist Boards, Convention and Visitors Bureaus, Chambers of Commerce, and various community interest groups is critical
- Demonstrated entrepreneurial focus and commitment to the customer and the ability to in still this focus and commitment in all department personnel, in-house vendors, and support personnel
- Demonstrated record in working in partnership with Tourist Boards, Convention and Visitors Bureaus and the hotel and hospitality sectors to market the Convention Centre to maximize economic impact on the community
- Demonstrated record in working in partnership with the exposition, tradeshow and meeting/convention industry

- Ability to evaluate service delivery, organizational structures, and operating capability, as well as recommending innovative organizational changes
- Sound written and oral communication required for public speaking
- Experience in developing and managing the budgets of convention and exposition facilities
- Possess superior interpersonal and communicative skills to provide professional expertise and guidance to enable the facility owner(s) and tourism officials to consider policy issues in an informed, anticipatory and timely manner
- Solid personnel management and labour relations skills
- Working knowledge relevant with goal-setting (with accountable benchmarks) and strategic planning process
- Clear understanding and acceptance of the principles and relationships of municipal agencies and the ability to work effectively in an active policy-administrative-citizen-participative governmental process
- Sound Experience with capital plans, convention facility construction, bonds, and complex budgets

PERFORMANCE INDICATORS

- MBCC's objectives are met within budget and on schedule
- Timely implementation of the decisions of the Board of Directors
- Staff is productive and the working environment is conducive to high output levels
- Internal control systems are in place and effective
- Financial reports are thoroughly analysed and corrective action taken when deviations are uncovered
- The performance of staff members is periodically appraised and interventions are made to improve their performance and to enhance their growth and development
- A high level of professionalism and integrity in keeping with established standards
- The exercise of due diligence and best practices to optimise the performance of resources
- High level of customer satisfaction with quality of service and technical support

QUALIFICATION AND EXPERIENCE

- Post Graduate Degree in Business Administration, Marketing, General management, or Finance and Accounting and a minimum of 10 -15 years' experience at the executive management level position within a convention centre, hotel or comparable operation.
OR
- Bachelors' Degree Marketing/Business Administration majoring in marketing from an accredited university with a minimum of 15+ years' experience, of which 5 years should be in a executive management level within a Convention centre, hotel or comparable operation

- Must have a proven track record of managing and leading large-scale meeting and convention facility operations with a diverse workforce
- Must have a strong orientation towards hospitality/customer service for the meeting, convention and entertainment industry
- Must possess working knowledge of facility operating standards, building maintenance, custodial, personnel and office management, including labour relations and union contracts (if applicable)
- Must be able to perform effectively under significant pressure typically associated with meeting the demands and timetables of the industry
- Must demonstrate business acumen with a client/customer service focus, and ability to communicate effectively in both written and public speaking forums
- Experience with Labour negotiations desirable, based on venue location and collective bargaining agreements.

KEY AND CORE COMPETENCIES

- Strategic visioning skills
- Financial and business acumen
- Analytical thinking skills
- Customer and quality focus
- Excellent people management skills
- Integrity
- Strong leadership skills
- Very good change Management skills
- Excellent communication skills
- Excellent writing skills
- Knowledge of tourism products at local and international level
- Proficient in the use of computers
- Ability to foster cooperation and collaboration with private, public and community organizations
 - Excellent interpersonal and team building skills
 - Goal/result oriented
 - Team oriented

SPECIAL CONDITIONS ASSOCIATED WITH JOB

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Interaction with a wide cross section of personalities including the political directorate, public officers, media (in consultation with the Board Chairman), tourism industry stakeholders, interest groups, etc.
- Legal and regulatory framework within which MBCC operates
- Work outside of scheduled work hours and on weekends
- Employee is regularly required to move around the facility;

- May require local and overseas travel
- Stand for long hours during events; talk, hear and listen.
- Work inside or outside of the building
- May require heavy lifting, climbing, carrying and stooping as needed at events.

AUTHORITIES OF THE JOB

- Recommend to the Board any policy or new initiatives that would improve the effective delivery of MBCC's mandate
- Recommend to the Board for adoption of all human resource policies and procedures as necessary
- Negotiate and enter into agreements on behalf of the MBCC, subject to the direction of the Board
- Approve the procurement of goods and services
- Co-sign cheques
- Develop and implement internal procedures and systems of control in keeping with GOJ policies and guidelines
- Represent the organization at all levels both locally and internationally
- Referring customers to relevant officers.
- Disseminating specific information to customers.