Job Description

Function:	Operations
Position:	**Event Manager**
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Senior Event Operations Manager
Additional reporting line to:	General Manager of Private & Pannel
Position location:	Private Catering

Heritage Portfolio is looking to recruit an experienced Event Manager for the Private Catering Team in Edinburgh, which is a key team within the Scottish portfolio. This role will drive commercial success and implement service excellence across all elements of the business but with a primary focus on the planning and events operation delivery.

We are looking for an inspirational and creative leader with experience with a high-end event operations. The role will deputise for the Senior Event Operations Manager and will assist on leading the event operation in conjunction with the Event Designer throughout the panel of venues with Private Catering. The role is 80% operational and requires a high level of attention to detail and collaboration with all partners. Private Catering looks after panel venues like National Museum of Scotland, Assembly Rooms on George Street and many others.

Heritage portfolio was founded in Edinburgh in 2002 and since then has consistently produced outstanding catering and event services for private party, private dining, wedding and corporate clients throughout the UK. We have also offered exceptional 'in-house' cafe services in some of Britain's leading visitor attractions, where we have developed a loyal repeat customer base.

Many of our business clients and venue partners have worked with us, and only us, throughout the past decade and more, because they know they can put their faith in our unwavering commitment to the highest possible standards of cooking, service and imaginative event delivery.

Our mantra is ‘building a business to be proud of’, and as we grow and flourish in the world of bespoke events and weddings, we still remain true to our original ethos: to provide an amazing experience that goes beyond the remarkable food we serve.

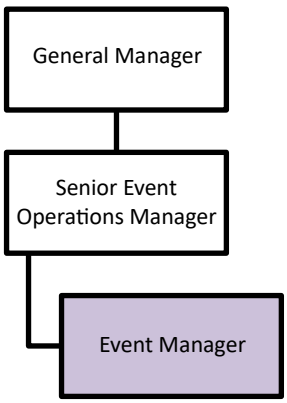
1. Purpose of the Job – State concisely the aim of the job.

- Maximise the profitability of the contract within area of responsibility and deliver the required results
- Lead, develop, manage and motivate a high performing team to the agreed standards ensuring that the client receives services of the highest quality
- Support the Head of Event in the development of business strategy in line with current and emerging client needs including the roll out of the strategic project plan
- Complete and update all event department SOPs on an annual basis or as required
- Ensure that team meetings and briefings are carried out on a weekly basis and that for large scale events, regular planning meetings are in place with all stake holders
- Manage the services and teams to the agreed standards
- Lead the team and take responsibility when needed, act with initiative, demonstrate energy and enthusiasm
- Demonstrate a high level of thought leadership and act as change agent.
- Ordering of linen, alcohol and staffing as required
- Recruitment, retention, training and succession planning for the event delivery team

2. Dimensions – Point out the main figures / indicators to give some insight on the "volumes" managed by the position and/or the activity of the Department.

- FY26/27 Revenue – Circa £1.3m

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Full day to day management and accountability for the event operations department throughout the sites, working closely with the Head of Events and the Event Design Team
- Events are operating within budget
- Ensuring that the event venues are operating in line with the Sodexo food safety, health and safety policies
- Weekly rostering and payroll management
- High levels of client engagement via demonstrably strong relationships built on mutual respect and trust
- High levels of team engagement
- All standards in the operational audits are effectively passed by the business units such as Safeguard, Unit Business Health Checks and Mystery Shops
- Maintain high performing teams, demonstrated through the personal development plans, talent and succession planning processes and staff engagement surveys and IIP accreditation
- Maintain high standards of appearance and personal hygiene

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

Growth, client and customer satisfaction

- Identify organic growth opportunities through innovation and new initiatives across the events offerings
- Ensure that clients receive services delivered within contractual terms and these are delivered in a cost-effective way
- In conjunction with the Head of Event, growth of the event department including the creation of a calendar of events outside of the core venue sales.
- Review and produce investment plans for CCG, equipment or event space refurbishment plans, as deemed necessary.

Rigorous management of results

- Seek new ways to drive revenue and maximise sales by implementing innovative ideas
- Continually seek ways to maximise profitability and enhance service quality by driving excellence and innovations in service delivery and pushing for more efficient service delivery and cost efficiencies
- Ensure that health and safety is given the number one priority by delivering all Safeguard administration in advance of and during logistical operations. Lead where appropriate, and take part in management and employee briefings to deliver safety information to include Food Safety, Health and Safety, Fire Safety, First Aid and any statutory, client or venue specific safety requirements
- Ensure the business complies with all Company and client policies and procedures/site rules and statutory regulations and that licences and qualifications are met and retained, and consequences managed appropriately.

Leadership and people management

- Lead excellence in performance through coaching and drive a greater understanding of technical competence versus behavioural capability
- Manage the team and provide them with guidance on operational issues to ensure the business objectives are met
- Take responsibility for the management of all direct reports including recruitment, induction, training and performance
- Grow strong relationships with clients to ensure a profitable long-term partnership
- Hold regular team meetings with the team to ensure the cascade of information down to unit level employees.

Innovation and Change

- Continuous professional development in industry/specialism

Planning and Organising

- Plan and prioritise workload and tasks effectively for self and others to minimise relativity, maintain a work life balance and ensure the right number and calibre of personnel are allocated to logistics tasks

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- There is a positive team culture where all team members work together and support each business area as required.
- Develop long-term client relationships in line with the 'clients for life philosophy' to enhance the retention of current clients and customers, gain referrals for new business and attract new customers.
- Service standards across site are either in line with or above our client's expectations and reviewed on an ongoing basis.
- Manage the event department costs in line with monthly budgets

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Essential

- High standard of literacy and numeracy
- Expertly manage senior and often challenging client relationships
- Highly developed verbal and non-verbal communication skills
- Extensive experience in delivering high-quality hospitality operations
- Proven operational knowledge, skills and experience in managing multi-site/multi service operations
- Manage multiple workloads and shifting priorities
- Deliver excellence in operational service standards and customer satisfaction
- Demonstrate resilience when faced with multiple business challenges
- Ability to interpret and utilise complex and varied financial and commercial information
- Excellent interpersonal skills and ability to communicate effectively with customers, clients and employees at all levels
- Achieve set, standards and operate to performance criteria, for example health and safety, hygiene
- Self-motivated and able to work on own initiative within a team environment

Contextual or other information

- Travel and overnight stays will be required to undertake training and business requirements
- To relieve and assist in other establishments in certain circumstances.
- To attend meetings and training courses as requested.
- This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires	
Growth, Client & Customer Satisfaction / Quality of Services provided	Leadership & People Management
Rigorous management of results	Innovation and Change
Brand Notoriety	Analysis and Decision Making
Commercial Awareness	Industry Acumen
Employee Engagement	
Learning & Development	

9. Management Approval – To be completed by document owner			
Version	V2	Date	01.10.2026
Document Owner	Anna Pawlowska		

10. Employee Approval – To be completed by employee			
Employee Name		Date	