

Job Description:
Event Manager

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| Function: | Hospitality and C&E |
| Position:  | Events Manager |
| Job holder: | N/A |
| Date (in job since): | N/A |
| Immediate manager (N+1 Job title and name): | Head of Hospitality, Mar Gonzalez |
| Additional reporting line to: | N/A |
| Position location: | Fulham Pier, Craven Cottage, London/Fulham Green Office  |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To manage the day to day running of match day and non-match day hospitality at Fulham Pier
* To drive customer satisfaction and embed customer advocacy with own team.
* To drive performance through adherence to all promotional activity and marketing initiatives.
* To maximise the profitability of the hospitality functions through strict adherence to packages, up-selling where applicable and appropriate and ensuring strict controls over stock are employed.
* To grow services in order to meet client and commercial expectations whilst maintaining strict budgetary control in line with client and Sodexo expectation.
* To liaise with all internal parties to ensure seamless service to all internal and external clients.
* To assume responsibility for overseeing the sale and supply of alcohol whilst maintaining adherence to the site Premises Licence. To operate the Sodexo Challenge 25 policy and ensure that alcohol is not brought onto or taken off the premises.
* To assume responsibility for the opening and closing of the Pier and the security, safety and wellbeing of all staff and customers whilst the premises are in operation.
* To ensure that all pier staff are compliant with Sodexo standards for dress code and shortfalls are addressed on arrival.
* To ensure that all accidents, incidents and near misses are reported in a timely manner. To enforce the company Health and Safety policy, Have a Safe Day campaign and Zero Harm culture.
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| 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. |
| * To support the Hospitality activity across all service lines, with clear KPI’s set that support the overall sales and customer satisfaction targets for each venue, by year.
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Draft. Version: 27-03-2014

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| 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. |
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| **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. |
| * Contribution to gross profit and improvements to budget performance as determined by segment business

 objectives* Service standards on all events are in line or exceeding customer expectations.
* Exceeding 86% in all Hospitality Gem reports.
* Exceeding budgeted expectations in terms of spend per head and revenue.
* Audits in health & safety; environment; risk; client satisfaction; and quality
* Having a positive working relationship with all internal clients and customers.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To co-ordinate with the Box Host/ Hostess and FFC Event and Fulham Pier Sales teams and collaboratively deliver the everyday mode and match day briefing to the FOH team. To ensure that the briefing and associated match by match training is signed off and returned to the General Manager.
* To complete all appropriate paperwork, including the Match Day and Everyday Feedback form, staffing time sheets, Star of the Match nomination and cleaning check sheets.
* To oversee and manage bar operations ensuring that drinks service is as per the agreed package and that any discrepancies with stock are investigated and reported.
* To ensure the aesthetic set up and staffing standards of the boxes or event spaces in advance of opening to guests.
* To meet and greet all clients on arrival and ensure that satisfaction checks are made throughout the duration of the lounge opening hours.
* To report any issues in regard to service standards, maintenance and health and safety in a timely manner to the General Manager.
* To provide on the job training to all hospitality staff members, to include box, event space and kitchen familiarisation; health and safety; accident and emergency procedures; customer service; lounge service; COSHH; licensing. To provide completed documentation to the General Manager.
* To complete induction buddy training for all new starters and agency staff. To provide completed documentation to the General Manager.
* To ensure that all Sodexo employee safety and well-being in your employ is of paramount importance.
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| 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. |
| * Leadership and People
* Customer Advocacy
* Service Excellence
* Risk, Governance and Compliance
* Relationship Management with both client and team
* Operational Management
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Supervising Food – Level 2
* Health and Safety qualification
* Proven experience of managing client relationships
* Proven track record of leading, managing and developing a team.
* Experience of working in a similar environment May be required to work unsociable hours in line with business requirements.
* Flexibility on work schedule will be required at times.
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Brand Notoriety
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| * Commercial Awareness
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| * Innovation and Change
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| * Learning & Development
* Employee engagement
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| 9. Management Approval – To be completed by document owner |
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| Version | V1 | Date | 11.04.2024 |
| Document Owner | Ash Hewlett |

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

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