

Event Assistant Manager

Sodexo Live! have a fantastic opportunity for a highly experienced Events Assistant Manager to join our talented staff community based at the Fulham Pier!

It's an exciting time to join us and be a part of the eleven-year contract as venue partner for FFC on its new Fulham Pier development. Fulham Pier is becoming one of London's leading leisure destinations on the banks of the Thames which include restaurants, a Riverside Market, meetings and events spaces, bars and lounges, a basement entertainment venue, a boutique hotel, and a spa experience.

As Events Assistant Manager you will execute a high standard of operational excellence for all Hospitality, Meetings and Events and ancillary areas within Fulham Pier in collaboration with all operational teams onsite. By thinking creatively and generating new ideas to grow the hospitality business you will enhance sales and profitability.

This is an exciting operational role where you will be dealing with several different departments and stakeholders to ensure we deliver a world class service.

You will be supporting with the mobilisation of the new Fulham Pier project, supporting the opening of up to 3 areas in this leading leisure destination.

Above all you will have the opportunity to demonstrate your passion about food, as you will have the scope to deliver a wide range of food hospitality services ranging from bar food to fine dining.

Job Purpose

To support the Hospitality Manager in the delivery of all Fulham Pier operations:

- To manage the mobilisation of hospitality areas.
- 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 to meet client and commercial expectations whilst maintaining strict budgetary control in line with client and Sodexo expectation.
- To assume responsibility for the opening and closing of the Fulham Pier and the security, safety and wellbeing of all staff and customers whilst the premises are in operation.
- To ensure that all 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.
- To oversee and manage bar operations ensuring that drinks service is as per the agreed package and that any discrepancies with either stock or cash are investigated and reported.
- To ensure the aesthetic set up and staffing standards of the lounge 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 ensure that all Sodexo employee safety and well-being in your employ is of paramount importance.

Skills, knowledge and experience

Essential

- Good numerical and written/verbal communication skills.
- Management knowledge of health & safety and food safety
- Able to work on own initiative within a team environment.
- Proven experience in sector, including stock management, cash control and customer service.
- Able to demonstrate attention to detail and adherence to standards.
- Analyse problems analytically, develop opportunities and implement innovative solutions.

Desirable

- 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

Contextual or other information

- May be required to work unsociable hours in line with business requirements.
- Flexibility on work schedule will be required at times
- This document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the organisation.