

## Job Description: Sodexo Live!

Function:	Operations
Position:	<b>Event Operations Manager</b>
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Head of Events
Additional reporting line to:	
Position location:	Royal Academy of Arts Piccadilly, London. This can vary.

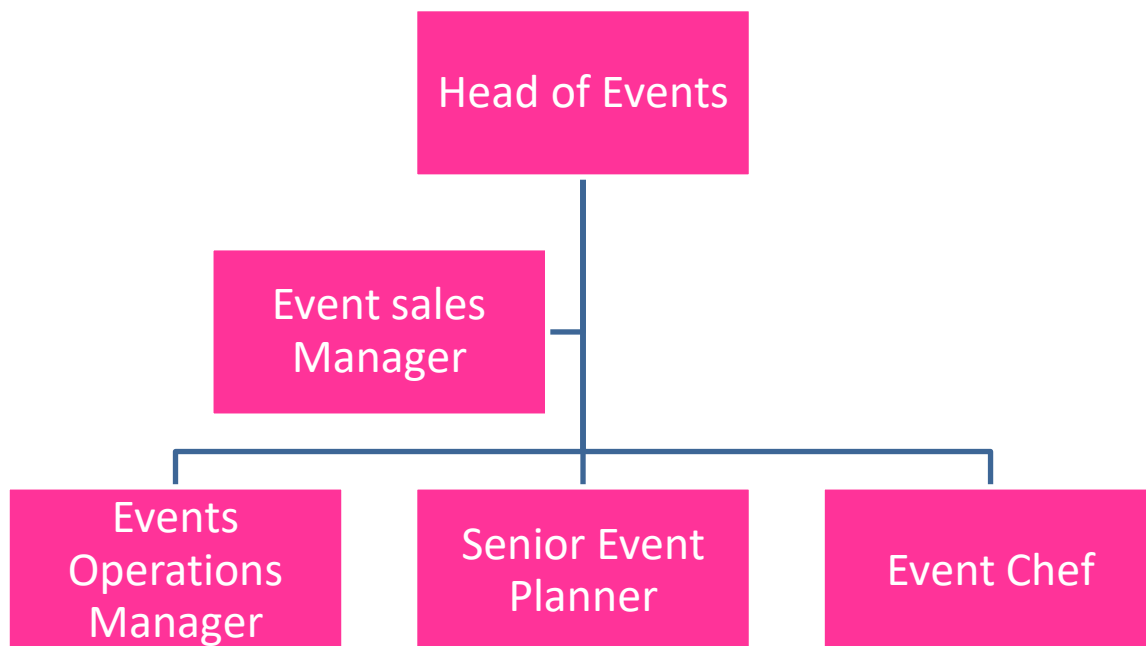
### 1. Purpose of the Job – State concisely the aim of the job.

To prepare for and manage events, work with the Head of Events, chefs, front and back of house teams to deliver and develop the Heritage Portfolio Events offer, maintaining client loyalty and repeat business. Heritage Portfolio is to remain at the forefront of the industry and lead with innovation and brand relevance. The business enters an exciting period of development and growth with its event work in prestigious venues and seeks a professional to meet the associated challenges.

### 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.

- Preparing for and managing private and corporate venue hospitality events ranging from 30 – 2,000 guests. Breakfasts, lunches, receptions, dinners, Nb these are not public events.
- Placing f & b orders with suppliers, logistics planning, event staff management, accountability for internal reporting systems.
- Event beverage and equipment stock control
- Briefing staff in all aspects of event service, H&S, client expectations
- Liaise with sales planners & chefs.
- Manage events budgets.
- Manage beverage service.

**3. Organization chart** – Indicate schematically the position of the job within the organization. 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.

Last minute communications

Planning ahead

Relaying important information to event teams

Handling suppliers' issues arising

Managing aspect of operational delivery balanced against company H&S policies.

Managing operational delivery balanced against local venue rules and guidelines.

Government policy

Threats outside the scope of the business control

Venue policies changing rules.

Competition

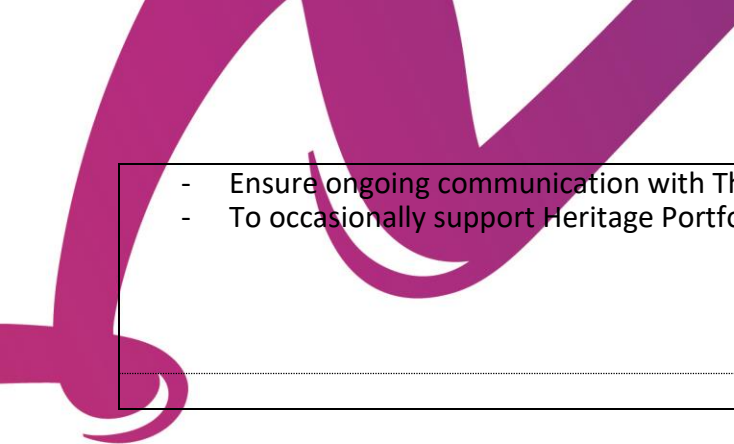

Staff continuity

Raising standards

Procurement

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

- Through staff, client, and supplier engagement this role is responsible for the professional, creative, and innovative operational delivery of all Heritage Portfolio Events
- To orchestrate set up, service delivery and clear down of a variety of events in assorted venues each with different logistics.
- To manage teams of staff to serve dinners, receptions, breakfasts, and events as required.
- To ensure delivery of all Heritage Portfolio Events to our high standard and operations teams are fully briefed in line with clients' requirements and expectations.
- Ensuring all client needs are met throughout the process, adapting to budgets without compromising event style or operational delivery.
- Produce accurate, detailed event packs in a timely fashion for, operation teams and kitchen brigades.
- Maintain storeroom, prepare, and order equipment and supplies for in house events.
- Administer pre and post event internal control systems.

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- Ensure ongoing communication with Third Party suppliers and revising quotes as appropriate.
  - To occasionally support Heritage Portfolio and Sodexo Live UK at events outside London.

**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.

Beverage stock management

Event staff budget management

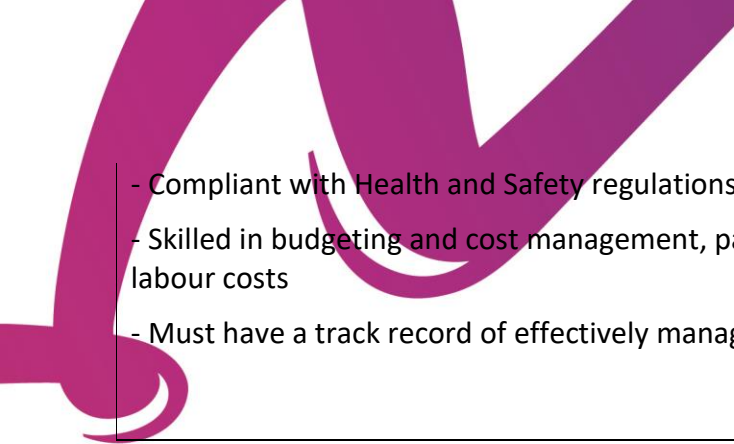

Event equipment budget management

Align to HPL and SL team and company aims.

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

- Proficient in Windows OS and various computer applications
- Knowledgeable in database management and operations
- Demonstrated leadership qualities with a focus on creativity and inclusivity

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- Compliant with Health and Safety regulations, with a keen awareness of standards and practices
  - Skilled in budgeting and cost management, particularly related to food, equipment, beverages, and labour costs
  - Must have a track record of effectively managing and leading teams and clients to success

#### 8. Management Approval – To be completed by document owner

Version	1	Date	
Document Owner			

#### 9. Employee Approval – To be completed by employee

Employee Name		Date	
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