



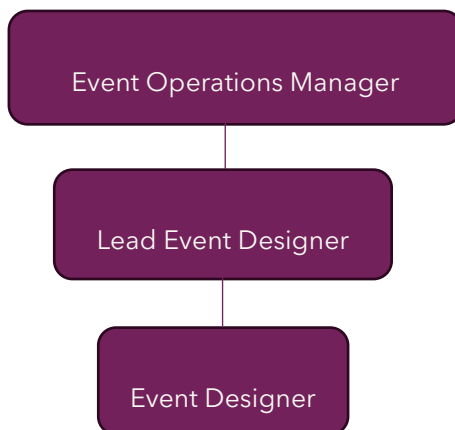
JOB DESCRIPTION

Function:	Operations
Position:	Event Designer
Immediate Manager:	Lead Event Designer
Additional Reporting Line:	N/a
Position Location:	Royal Botanic Garden Edinburgh

1. Purpose of the Job

Responsible for the efficient pricing and planning of all events to ensure profit lines are met
Assist the team in achieving annual budgets in venue hire and hospitality
To monitor and maintain consistently high levels of service standards and quality across all areas
To be responsible and accountable for small to medium sized events
Become proficient in Priava and Event Wizard utilising it for event design and reporting
Have a working knowledge of forecasting and understand the costs associated with events

2. Organisation Chart





3. Main Assignments

1 Ensure venue budgetary targets remain a key focus

Ensure event packages are priced within the Heritage Portfolio profit lines
Maximise revenue potential with each event client through upselling, etc.

2 Maintain standards in all event planning

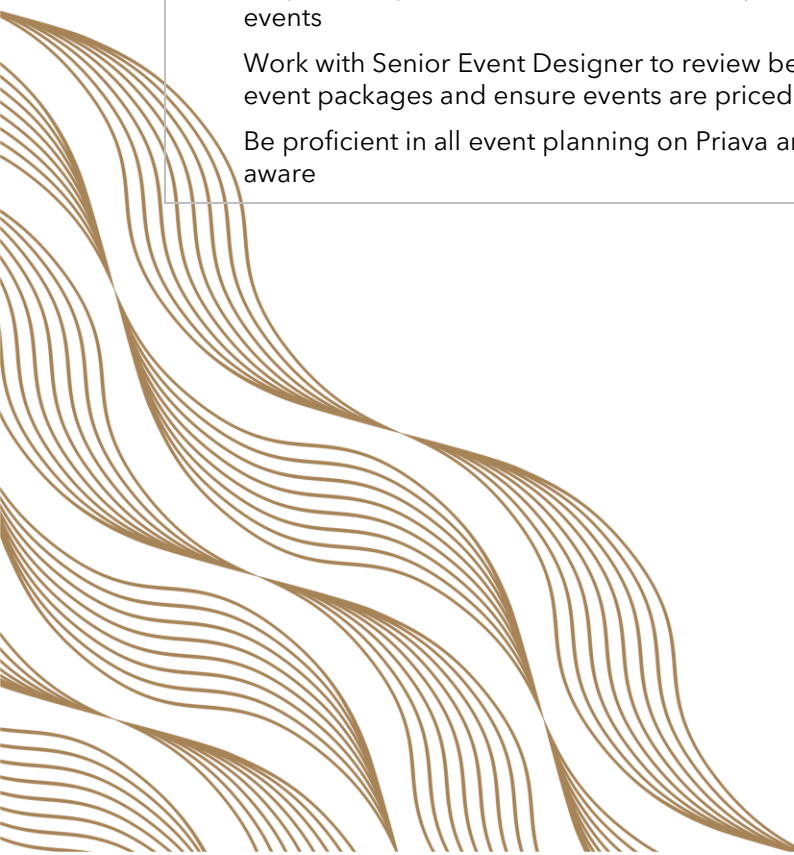
Record and accurately communicate the event details and requirements to all departments and suppliers
Conduct client menu tastings
Ensure the highest level of service and attention to detail is given to clients throughout the whole process
Be creative with solutions to fulfil client requirements
Be proactive in ensuring all clients are well informed, comfortable and happy
Ensure all communication is accurately and timely agreed and that all communication is personalised to your potential client and is issued in-line with company guidelines

3 Responsible for invoicing and prepayments

Ensure all clients have a contract with T&Cs, and we in turn receive a returned signed contract
Prepare all the appropriate prepayment invoices;
10% initial deposit - non-refundable deposit
40% prepayment - 3 months prior to the event
100% full payment - 14 days prior to the event
Be proficient in Freedom Payment, locating payments and allocating deposit to correct events
Ensure that clients have paid any outstanding payments in full to limit aged debt to a minimum

4 Utilise system for pricing and planning events

Fully utilise systems for venue hire, event packages and diary updates for provisional/confirmed events
Work with Senior Event Designer to review bespoke food and beverage elements within the event packages and ensure events are priced correctly
Be proficient in all event planning on Priava and Event Wizard to ensure all departments are fully aware





5 Work as part of the Operational team as and when the business requires

Be flexible and able to adapt to change of duties which could include working operationally at an event, race-day or retail outlet within one of Heritage Portfolio venues

Have the knowledge to cover key Venue General Manager tasks when required including receiving deliveries, assisting in set ups and events

6 Build relationships with key Client Principles within each venue

Proactively encourage positive business relationship with venue client principles

Provide each client with the information they require in the format they request

Keep the Venue General Manager informed of any developments that are relevant to personnel within the venue

7 As a core member of the Heritage Portfolio team, be an ambassador both internally and externally

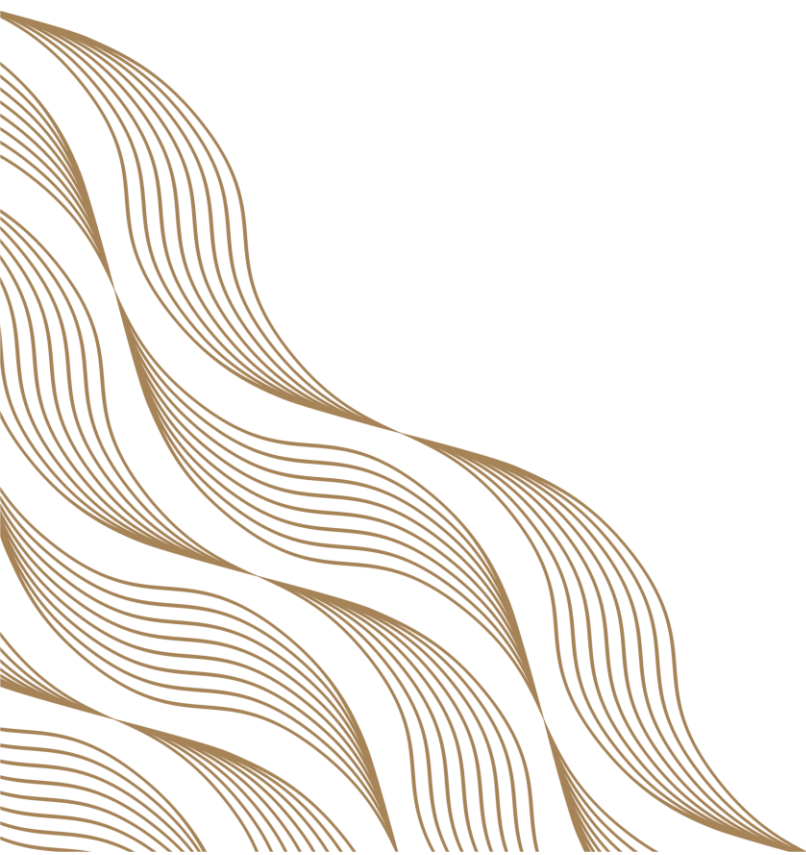
Carry out all duties in-line with the Heritage Portfolio company values

Work in a positive and energetic manner to earn trust from clients and colleagues

8 Conduct day to day business in an appropriate manner and within the agreed contractual terms

Ensure all business undertaken will not jeopardise the contractual agreement with the venues

In all meetings/conversations/negotiations work to the best interests of Heritage Portfolio





4. Person Specification

1	A dynamic individual with a can-do attitude and a results driven approach
2	A bright talented events specialist who thrives on delivering memorable experiences, can react quickly and is flexible to change
4	Someone who has an inbuilt attention to detail and efficiency, and who is also able to see the bigger picture
5	A real energy and enthusiasm to motivate a team in preparation for events
6	The ability to lead by example, motivate a team and achieve results through people
7	Someone with top-notch service delivery and operational skills, who is a super-efficient operator
8	An ambitious, fun and positive individual who is an excellent communicator and immaculately presented but still wants to roll up their sleeves and get stuck in

5. Competencies

Brand Notoriety
Commercial Awareness
Innovation and Change
Learning and Development
Employee Engagement

6. Management Approval

Version:	V1	Date:	April 2026
Document owner:	Caroline Eriyagama	Approved by:	

7. Employee Approval

Employee name:		Date:	
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