

Job Description



Function:	Catering Manager
Position:	Senior Events Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Dawid Gibaszek, Operations Manager
Additional reporting line to:	Caroline Bacigalupo, Head of Operations
Position location:	Royal Botanic Garden Edinburgh

Heritage Portfolio is looking to recruit an experienced Events Manager for the Royal Botanic Garden Edinburgh, which is a key venue within the Scottish portfolio, this role will drive commercial success and implement service excellence across all elements of the contract but with a primary focus on the commercial and internal events operation.

We are looking for an inspirational and creative leader with experience with a high-volume catering operation. The role will deputise for the Operations Manager and will lead the event operation in conjunction with the Senior Event Designer throughout the Royal Botanic Garden, Edinburgh. The role is 80% operational and requires a high level of attention to detail and collaboration with the RBGE sales teams as well as the Operations Manager to regularly review process and procedures.

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.



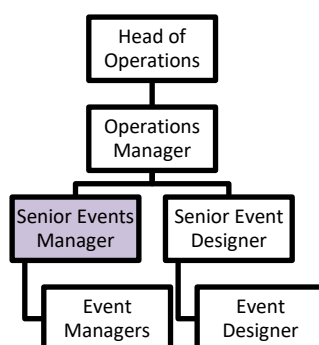
1. Purpose of the Job – State concisely the aim of the job.

- 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 Operations Manager in the development of business strategy in line with current and emerging client needs including the roll out of the strategic project plan
- Lead and maintain account development plans, as well as supporting the change management process and associated Service Levels Agreements (SLAs) ensuring risks are mitigated
- 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
- Ensure that business deadlines and targets are hit
- 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.
- Champion for retention for Investors in People
- 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.

- FY24/25 Revenue - C&E Revenue – Circa £1m

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 site, working closely with the retail and event manager in the John Hope Gateway and the Operations Manager
- Event department is operating within budget
- Event menu development in line with contractual agreement and in conjunction with the Events Head Chef
- Event areas are performing within the constraints of the contract and meeting the budgetary targets
- Ensuring that the event venues are operating in line with the Sodexo food safety, health and safety policies
- All staff are fully trained and compliant
- Annual improvement plans completed for the areas of responsibility
- Measurably strong client perception and satisfaction with services delivered
- Weekly rostering and payroll management
- High levels of client engagement via demonstrably strong relationships built on mutual respect and trust
- P&L's managed to deliver and exceed budget, commitment registers kept up to date, purchase orders raised and authorised appropriately, and business is traded correctly and on time
- High levels of team engagement
- Successful mobilisation of new offers and sponsorship relationships
- 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
- Drive sustainability strategy and deliver site-based offer in line with client long term goals and customer needs
- Grow new activations and sales opportunities at the venue working closely to develop the reputation as a visitor attraction
- Implementation of the operational risk assessments, policies and procedures- including annual review of all documentation for the event department
- Application for occasional licenses for events out with the licensed buildings
- Premises manager for the Caledonian Hall
- In conjunction with the HOD team, coordinate the planning and implementation of the Arboretum Planning and Chef School
- Devise with the HOD team a regular suite of training opportunities for all team members throughout the site

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
- Liaise with the RBGE events team on exhibitions across the site to create and promote bespoke event offerings in line with the exhibitions
- Seeks new ways to drive revenue and grow accounts, selling new service lines, in conjunction with the Head of Department
- Ensure contract is performing within the agreed SLAs at all times to meet Heritage Portfolio commitments
- Ensure that clients receive services delivered within contractual terms and these are delivered in a cost effective way
- Management of the commercial performance and improvement in management of all P&L requirements working with the events team following all existing commercial processes.
- Improvement of the training plans and the skill set of the regular casual staff.

- In conjunction with the Operations Manager, growth of the event department including the creation of a calendar of events outside of the core venue sales. E.g., Kitchen Garden talks and experiences, Afternoon tea offers etc.
- Review and produce investment plans for CCG, equipment or event space refurbishment plans, as deemed necessary.
- Line management of retail supervisors and retail teams. Providing consistent support focused on developing operational delivery standards and future expansion of the events department in line with the tender and the increased annual calendar of events.
- Full planning and management of programmed events (i.e. Christmas at the Botanics, Botanics Lates)

Rigorous management of results

- Set and agree overall annual budgets with finance and develop unit business plans and local area plans which link to the overall site strategy
- Analyse and review all financial measures and tools to ensure positive financial performance through accurate forecasting and account management
- Seek new ways to drive revenue and maximise sales by implementing innovative ideas across all operational departments
- 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.
- Ensure that all audits such as Unit Business Health Checks are complied with and Mystery Shops etc.
- Ensure that the appropriate training and development plans are in place for all employees within the events team to ensure that statutory requirements are met, and development training activities are carried out and recorded to assist with career development and succession planning
- Ensure stock is managed by carrying out stock counts and fixed asset and cash handling audits in line with the procedures set out in the unit business health check
- Effective management of agents, suppliers, and contractors
- Ensure direct reports are delivering contract to the right quality standards by reviewing and challenging reports on achievements against SLAs and ensuring action plans are put in place to ensure the SLAs are met.
- Undertake operational duties as required to support the business

Leadership and people management

- Recruit, induct, motivate, manage, train and develop all employees
- 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
- Manage contracted employees, fixed term and casual labour in line with the labour productivity tools, policies and processes
- Take responsibility for the management of all direct reports including recruitment, induction, training and performance
- Coach and mentor direct report
- 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
- Continuously seek ways to enhance quality through innovation and cost efficiency by monitoring performance against existing standards
- Evolve site strategies around sustainability developing the culinary performance on site by progressing the relationship with existing key commercial partners and the horticultural team



Brand Notoriety

- Promote Heritage Portfolio as the preferred employer, internally and externally, adhering to the HPL recruitment policies and raise the profile of HPL in local communities, building relationships with key stakeholders
- Promote the health and well-being of employees
- Drive all aspects of service excellence across the business area including brand integrity, quality, compliance, corporate social responsibility, and service standards.

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 experience in managing P&L accounts and driving profitability
- 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	12.02.2025
Document Owner	Caroline Bacigalupo		

10. Employee Approval – To be completed by employee

Employee Name		Date	
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