

Job Description:
Event Planner

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| Function: | Events |
| Position:  | Event Planner |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Head of Sales, Chris Wickham |
| Additional reporting line to: |  |
| Position location: | Fulham Pier, Craven Cottage, London |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| To plan, coordinate, and deliver exceptional events at Brasserie Constance, ensuring client expectations are met or exceeded. The Event Planner will be responsible for managing the end-to-end process of events, from enquiry to execution, while upholding the brand’s high standards of service, detail, and professionalism. |
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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. |
|  | * Revenue Target: Responsible for achieving and exceeding the designated sales targets.
* Direct Reports: None
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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. |
| * Delivering high-quality events while managing multiple priorities.
* Coordinating with various internal teams to ensure smooth operations.
* Managing client expectations, last-minute changes, and customisation requests.
* Maintaining brand consistency across all events and experiences.
* Adhering to all health & safety, licensing, and company compliance requirements.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Respond to and manage event enquiries from initial contact through to execution.
* Create detailed function sheets and timelines for each event.
* Liaise with clients to confirm event details, menus, floor plans, and AV requirements.
* Work closely with kitchen and FOH teams to brief and deliver seamless event execution.
* Attend events where necessary to coordinate and act as the on-site contact.
* Conduct post-event feedback with clients and identify opportunities for improvement or repeat business.
* Maintain accurate records of all bookings and event details in relevant CRM/event software.
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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. |
| * Ensure smooth and professional delivery of all events.
* Meet or exceed client satisfaction KPIs.
* Maintain effective internal communication to support operational excellence.
* Support sales targets through successful repeat business and referrals.
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Experience in planning and delivering high-quality events within hospitality or venues.
* Strong organisational and project management skills.
* Excellent written and verbal communication.
* Professional presentation and ability to interact confidently with high-profile clients
* Ability to work under pressure, meet deadlines, and manage multiple events simultaneously.
* Proficient in Microsoft Office; experience with CRM or event software is an advantage.
* Knowledge of food, beverage, and AV setup is highly desirable.
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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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| * Growth, Client & Customer Satisfaction / Quality of Services provided
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| * Rigorous management of results
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| * Brand Notoriety
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| 9. Management Approval – To be completed by document owner |
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| Version | V1 | Date | 30/04/2025 |
| Document Owner | Ashley Hewlett |

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

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