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| **Job Description** | |
| **Function:** | Operations |
| **Position:** | Event Manager |
| **Job Holder:** | Daria Gilescu |
| **Start Date:** | 1.6.2025 |
| **Immediate Manager:** | General Manager |
| **Additional Reporting Line:** | Head of Events |
| **Position Location:** | The Signet Library |

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| 1. **Purpose of the Job** | | | | | | | | | | | |
| **1** | To operational manage Signet Library events, maintaining financial and project standards | | | | | | | | | | |
| **2** | To ensure the timely and efficient planning and service delivery of all event offers to client’s and Heritage Portfolio’s satisfaction, including taking project management roles where required | | | | | | | | | | |
| **3** | To plan, execute and monitor exceptional Food Safety and Health and Safety standards in all areas of the venue and contract remit. | | | | | | | | | | |
| **4** | Ensure key project deliverables and milestones are met in a timely and cost effective manner, maintaining high quality communication with both internal and external stakeholders. | | | | | | | | | | |
| **5** | To support and develop casual members of our team, offering them a pathway to the rotational placement program | | | | | | | | | | |
| 1. **Dimensions** | | | |  |  |  |  | |  |  |  | |
| Revenue: FY | | £ tbc | EBIT growth | tbc | Growth Type |  | Outsourcing Rate | |  | Region Workforce |  | |
| EBIT margin | tbc |
| Net income growth | tbc | Outsourcing Growth Rate | |  | Outsourcing Growth Rate |  | |
| Cash Conversion | tbc |
| Characteristics | | | Financial |  | | | | | | | | |
| Other |  |  |  | |  |  |  |  | |

**3. Organisation Chart**

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| 1. **Context and Main Issues** | | |
| **1** | Management of several events running on the same week | |
| **2** | Support site functions with appropriate tasks as part of the rotational training plan at multiple venues | |
| **3** | Consistently engaging and updating innovation of service styles and food offers | |
| 1. **Main Assignments** | | |
| **1** | | Ensure all planning, operational and kitchen service delivery functions for the applicable venue are in place and to the right standard |
| 2 | | Manage all quality control measures, Health & Safety and Hygiene systems to the desired standard of Heritage Portfolio in line with the tasking allocated by each venue manager |
| **3** | | To understand and articulate service offers to venue clients, customers and the Heritage Portfolio team |
| **4** | | To lead innovation and service styles that drives positive PR, positive client feedback. |
| **5** | | To play an active part within the wider events team – contribute to team activities, discussions and decisions to grow and improve the Heritage Portfolio business |
| **6** | | To articulate the service offers for each event, the food element, the equipment, the flow and the customer experience to improve the Heritage Portfolio business |
| **7** | | To support the applicable venue to manage financial performance including forecasting, event costing, post event review, cost control, stock management and monthly reconciliation. |
| **8** | | To adhere to all client’s contractual obligations and conduct day to day Heritage Portfolio business in an appropriate manner and within the agreed contractual terms |
| **9** | | On a day to day basis assist the venue teams with ensuring areas are ready for site visits as required. |
| **10** | | Ensure all processes with regards to the security aspects of the building, stock, personnel and clients expectations are reached and maintained pre, during and post events |
| **11** | | On a day to day basis assist the Heritage Portfolio team with site inspections and proposal generation as required. |
| **12** | | To work as a team to promote harmonious working relationships within the Heritage Portfolio team |
| **13** | | Support the General and Assistant Manager with departmental development of the business, seeking out financially sustainable opportunities |
| 1. **Accountabilities** | | | |
| **1** | Positive impact at site placements to support the venue performance and to fulfil your specified development plan. | |
| **2** | Compliance to company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH | |
| **3** | Both client and customer feedback consistently score positively for customer experience | |
| **4** | Training and development plans are monitored and review in line with the targeted development timeline | |
| **5** | Project Success | |
| 1. **Person Specification**   **Essential** | | |
| **1** | | A passionate interest in the catering industry – knowledge of current trend and interest in the hospitality world |
| **2** | | 2 years experience in a high-volume catering environment |
| **3** | | Ability to craft communication plan to key stakeholders |
| **4** | | Evidence of ability to create and adhere to project delivery plan |
| **5** | | Ability to competently use Microsoft Word, Excel, Power point and Email |
| **6** | | Ability to motivate a team of mixed abilities and personalities |
| **7** | | Proven record of managing a large front of house team of managers, event designers and floor staff |

**Desirable**

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| **1** | | Experience and understanding of events costing and design of events | | | |
| **2** | | Ability to produce accurate work to tight deadlines under pressure | | | |
| **3** | | Experience in assisting to create a project plan | | | |
| **4** | | Capability to identify and highlight revenue maximising opportunities | | | |
| **5** | | Ability to produce accurate work to tight deadlines under pressure | | | |
| **6** | | First aid and personal alcohol licence qualifications | | | |
| **7** | | Experience in assisting to create a marketing plan | | | |
| **8** | | Capability to identify and highlight revenue maximising opportunities | | | |
| 1. **Competencies** | | | | |
| **.** | Leadership & People Management | | **.** | Innovation and Change |
| **.** | Commercial Awareness | | **.** | Employee Engagement |