



Job Description

Function:	Operations
Position:	Event Manager
Job Holder:	
Start Date:	1.9.2024
Immediate Manager:	Operations Manager – Events,
Additional Reporting Line:	Head of Events –
Position Location:	Private Catering

1. Purpose of the Job

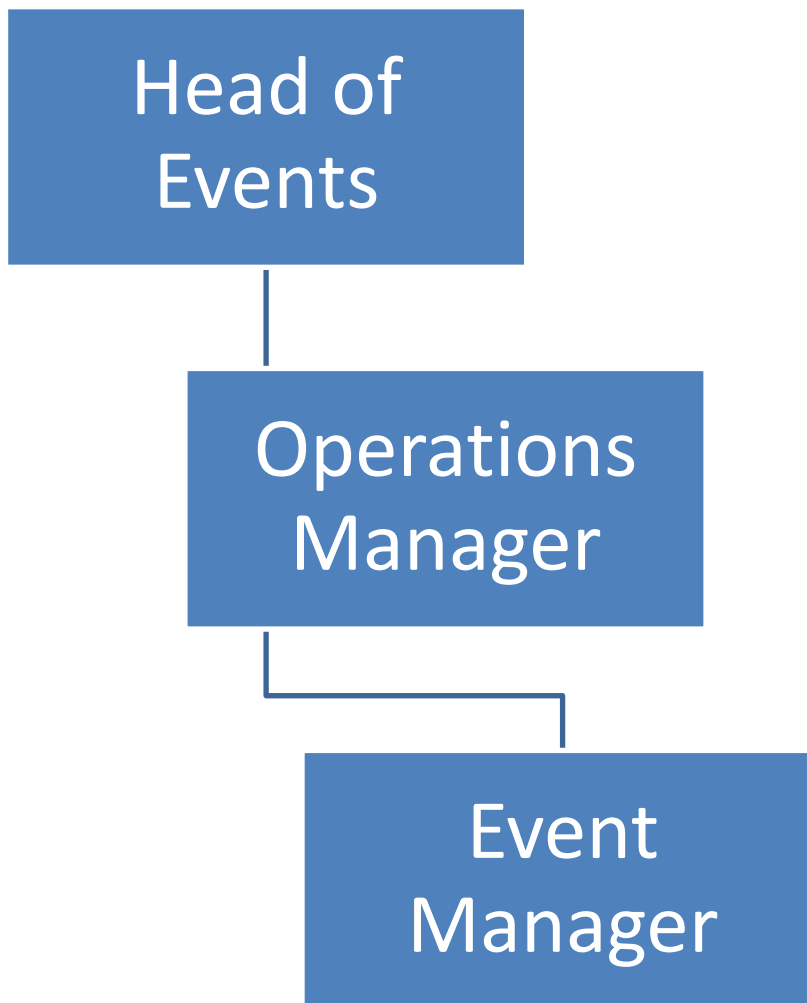
1	To operational manage Private Catering events, maintaining financial and project standards
2	To ensure the timely and efficient planning and service delivery of all event offers to client's and Heritage Portfolio's satisfaction, including taking project management roles where required
3	To plan, execute 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

2. 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



4. 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

5. 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

6. 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

7. 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

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

8. Competencies



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