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| **Job Description** | |
| **Function:** | Operations |
| **Position:** | Hospitality Manager |
| **Job Holder:** |  |
| **Start Date:** | ASAP |
| **Immediate Manager:** | Malcolm Burberry |
| **Additional Reporting Line:** |  |
| **Position Location:** | The Royal Botanic Gardens Edinburgh (RBGE) |

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| 1. **Purpose of the Job** | | | | | | | | | | | |
| **1** | To manage the Heritage Portfolio event business at The Royal Botanic Gardens Edinburgh | | | | | | | | | | |
| **2** | To ensure the timely and efficient planning and service delivery of all event offers to client’s and Heritage Portfolio’s satisfaction | | | | | | | | | | |
| **3** | To plan, execute and monitor exceptional Food Safety and Health and Safety standards in all areas of the venue and contract remit | | | | | | | | | | |
| **4** | Support the Account Director in the delivery of all financial aspects of the events account | | | | | | | | | | |
| 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** | Management of fixed salary and variable casual payroll | |
| **3** | Consistently engaging and updating innovation of service styles and food offers | |
| 1. **Main Assignments** | | |
| **1** | | Ensure all event planning, operational and kitchen service delivery functions for The RBGE events contracts are in place using the resources available from the Account Director |
| 2 | | Manage all quality control measures, Health & Safety and Hygiene systems to the desired standard of Heritage Portfolio |
| **3** | | To understand and articulate service offers to venue clients, customers and the Heritage Portfolio team |
| **4** | | Meet with RBGE sales team to assist in creating new offers, give support at trade shows and Fam trips to the benefit of RBGE events and Heritage Portfolio |
| **5** | | To lead innovation and service styles that drives positive PR, positive client feedback, increased revenues or win new business |
| **6** | | 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 |
| **7** | | 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 |
| **8** | | To recruit, train and develop team members as appropriate to their job role and growth |
| **9** | | 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 |

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| **10** | | Report immediately any incidents or accidents, fire, theft, loss, damage, unsuitable food offers and take such action as may be appropriate |
| **11** | | Provide yourself as the Heritage Portfolio Senior management point of contact for the venue and venue client and attend venue meetings |
| **12** | | On a day to day basis assist the RBGE team with ensuring areas are ready for site visits as required. |
| **13** | | 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 |
| **14** | | Work closely and collaboratively with The Account Director and the Heritage Portfolio Event Planning Support, based in the Sales Cluster at Head Office to oversee all Event Design functions. |
| 1. **Accountabilities** | | | |
| **1** | Positive financial delivery of accounts relating to all RBGE events. | |
| **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 scores the food as excellent for events at RBGE | |
| **4** | Training and development of the team is given a focus for performance, engagement and retention | |
| 1. **Person Specification**   **Essential** | | |
| **1** | | Financial awareness and understanding of a food profit and loss account and articulate to line managers |
| **2** | | A passionate interest in the catering industry – knowledge of current trend and interest in the hospitality world |
| **4** | | Demonstrable experience in a high-volume catering environment |
| **5** | | A competent communicator and ability to present to colleagues, peers and clients |
| **6** | | Evidence of being organised and possess excellent planning skills |
| **7** | | Ability to competently use Microsoft Word, Excel, Power point and Email |
| **8** | | Ability to motivate a team of mixed abilities and personalities |

**Desirable**

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| **1** | | Experience and understanding of events costing and design of events | | | |
| **2** | | Capability in identifying revenue and maximising opportunities | | | |
| **3** | | Ability to produce accurate work to tight deadlines under pressure | | | |
| 1. **Competencies** | | | | |
| **.** | Leadership & People Management | | **.** | Innovation and Change |
| **.** | Commercial Awareness | | **.** | Employee Engagement |