

Job Description: Event Manager



Function:	Peyton Events
Position:	Event Operations Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Head of Events– Graeme Cromwell
Additional reporting line to:	None
Position location:	Bateaux London

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

To operationally deliver client events to an exceptionally high standard.

To work with the Head of Events and back of house team to develop and maintain all aspects of the Peyton Events offer, ensuring we remain at the forefront of the industry and lead with innovation and brand relevance.

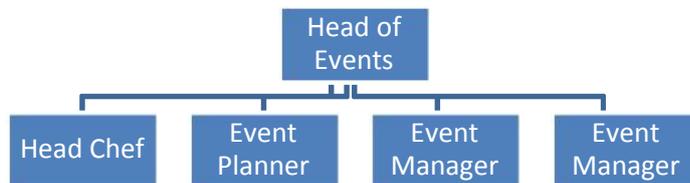
Through client and supplier engagement this role is responsible for the professional, creative and innovative operational delivery of all Peyton Events.

The role requires a positive, enthusiastic individual who can adapt to a wide range of fast paced catering environments. All events must be delivered with the Peyton brand in mind, efficiently and on budget.

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 FY:	NA	EBIT growth:		Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics		<ul style="list-style-type: none"> ▪ Leader - Yes ▪ Creative - Yes ▪ Inclusive - Yes ▪ Coach – NA 							

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.

- Health & Safety
- Creativity and Innovation
- Service standards and expectation
- Financial accounting

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- To ensure delivery of all Peyton Events are to our high standard and operations teams are fully briefed in line with clients requirements and expectations
- Develop and maintain relationships with suppliers, ensuring that Peyton Events are at the most competitive cost
- Manage creative process, developing events, setting scope of work and priorities, providing feedback on creative, securing approvals, and overseeing final event delivery
- Ensuring all client needs are met throughout the planning process, adapting to budgets without compromising event style or operational delivery

- Produce accurate, detailed event packs in a timely fashion for, operation teams and kitchen brigades
- Ensure ongoing communication with Third Party suppliers and revising quotes as appropriate

- Ensuring that all events are planned accurately, logistics are appropriate to ensure that events are delivered accurately as per each bespoke specification
- Ensure de-brief meetings are held post event with wider Peyton Events team to assist with continued operational event delivery
- Manage client expectations and positively guide on alternatives
- Develop and maintain client relationships to ensure client retention and repeat business
- Reactive event sales for all existing client site 'internal' events
- Maintain and improve existing client site relationships to encourage further corporate event opportunities
- Ensure maximum profitability of all events
- Consulting the Head of Events and kitchen teams when necessary throughout the planning process to ensure that all elements of the event are deliverable within time and budget restrictions
- Providing all necessary health and safety documentation for all events when requested by the venues
- Good financial and budget awareness, cost tracking and P&L experience essential
- Develop Peyton Events offer and benchmark the business against competition locally as well as actively seeking opportunities to enhance the product
- Comply with venue working guidelines and health and safety regulations

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.

- People Development/Management
- Financial management and being commercially aware
- Customer Focus at all times

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Experience within catering events management
- Extensive experience of event operations delivery
- Experience of events within large scale, cultural venues
- Fantastic interpersonal skills which enable him/her to work effectively in a team and communicate quickly and efficiently under pressure
- Flexibility and can perform well in stressful environments
- Creative mindset with experience of cultural and arts venues and business
- Demonstrative customer focus and service skills
- Excellent organisational skills and the ability to prioritise work load and manage time
- A calm and accepting view to change and the ability to react to this quickly and efficiently
- Computer literacy in work processing, spread sheets and database programmers and show willingness to learn new systems
- The ability to think commercially but be sympathetic to the restrictions on national buildings and working within these guidelines
- A passion for British food and beverage

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

<ul style="list-style-type: none"> ■ Growth, Client & Customer Satisfaction / Quality of Services provided - YES 	<ul style="list-style-type: none"> ■ Leadership & People Management – Yes although not directly managing any members of staff
<ul style="list-style-type: none"> ■ Rigorous management of results – Yes 	<ul style="list-style-type: none"> ■ Innovation and Change - Yes
<ul style="list-style-type: none"> ■ Brand Notoriety - Yes 	<ul style="list-style-type: none"> ■ Business Consulting - NA
<ul style="list-style-type: none"> ■ Commercial Awareness - Yes 	<ul style="list-style-type: none"> ■ Compliance Standards - Yes
<ul style="list-style-type: none"> ■ Employee Engagement - Yes 	
<ul style="list-style-type: none"> ■ Learning & Development - Yes 	

9. Management Approval – To be completed by document owner

Version	1	Date	19/05/21
Document Owner	Graeme Cromwell		

10. Employee Approval – To be completed by employee

Employee Name		Date	