

Head of Events c£30k

Reports to: General Manager
Responsible for: Senior Event Manager, Event Managers, Cafe Manager, Supervisors, Hospitality Assistants

OBJECTIVE

Overview:

As Head of Events you are responsible for the management of our Hospitality Team and Café operations. You will direct and motivate a team while personally assisting in providing a high-quality service for our guests and taking necessary action so that the department achieves its targets. Overseeing both our Café and Events business currently valued at c£1.5m turnover to an exceptionally high standard, for external clients of the Hub and for the Edinburgh International Festival. Working closely with the sales team you will ensure a seamless transition to delivery.

Accountabilities:

Reporting directly to the General Manager you will be managing a diverse food & beverage operation. You will review, evaluate, plan and act, driving process from beginning to end and ensuring that everything is followed through efficiently. We are looking for a driven self-motivated and energetic manager to lead the Hospitality team.

The perfect candidate:

Experience within hospitality is essential either managing a 5* Hotel operation or a quality food & beverage events operation. It is essential that you have previous management experience together with a proven track record of developing a team, setting and evaluating performance within a multi-outlet operation. You will bring experience, high attention to detail and a can-do attitude to the role as well as proven ability to lead and inspire teams. You will be passionate about the industry and delivering great service, constantly looking for new and fresh ideas and encourage creative thinking within the team.

Specific Responsibilities

To monitor and maintain consistent service and staffing standards and quality across all areas and during all stages of events.

To ensure all quality control measures, Health & Safety and hygiene systems are always achieved.

Team management / operations cover and staffing function to include all event management, supervisors and staff, plus agency cover for specific events

To achieve budgeted cost controls, through efficient staffing and beverage control. Adhering to set budgets whilst striving to increase profits through excellent service and effective use of staff time

Financially astute to the needs of the business, including budget sustainability

To participate in the identification of training needs of all staff, on both an individual and group basis, including work methods, safety at work, health and hygiene, quality, customer care and service specifications

Support with open evenings and weekends, ensuring the Hub is portrayed at the highest standard

Working with the sales and event planning team to allow a seamless transition for the clients, in line with the company's customer journey

To actively participate in the ongoing management and development of the quality and food & drinks menu offering

Monthly catch ups with team on turnover / profit of main venue sites and discussion on ways of improving the control of labour / hired goods and the upselling opportunities at events

Responsible for delivering an array of different types of events & lead key events

Duty Management Responsibilities

Provide regular social media content

Be an ambassador for the Hub, ensuring the company's values are always upheld

Ability to meet deadlines, manage time effectively and drive teams to meet deadlines

The post-holder will be required to work in co-operation with all other staff working in the building and will be expected to demonstrate essential management qualities such as:

ATTITUDES	KNOWLEDGE	SKILLS
Enthusiasm	Industry cycle and trends	Communication – Verbal
Self Motivated	Catering industry knowledge	Communication –Written
Flexible & Adaptable	Knowledge of Banqueting & Service styles	Organisational
Positive/Proactive	Skills retention & gastronomy	Delegation
Loyal	Wine knowledge	Business planning
Committed	Good knowledge of the Edinburgh market.	Presentation
Presentable	Bar knowledge	Listening
Responsible	Health & Safety	Analytical
Customer Focus		Innovative
Understanding		Networking
Eye for Detail		Team Management-employee motivation
Smart Appearance		Team Management – emphatic
Appreciation of quality service		Administrative/PC Literate
		Acceptance of EIFS/EFC Equal Opportunities Policies. Appreciation of aims of EIF

ADDITIONAL INFORMATION

The postholder reports to the general Manager

The postholder will work unsocial hours and at weekends as required by the events schedule

The postholder will be expected to adhere to the venue's dress code

The postholder will be required to hold a First Aid Certificate and undergo appropriate training when necessary

The postholder will be required to be an Alcohol Personal License Holder

To undertake the training of staff and managers where appropriate
To carry out any duties as reasonably requested by Senior Management

GENERAL TERMS & CONDITIONS:

Employed to work an average of 40 hours per week. However, at certain times of the year, you may be asked to work more than this.

Holiday Allowance: Entitled to take 32 pro rata working days in each holiday year. This includes 10 days' customary holidays per year.

The Edinburgh Festival Centre will comply with the employer pension duties in accordance with Part 1 of the Pension Act 2008, as amended or replaced from time to time.

All other terms and conditions are per the General Terms and Conditions for Edinburgh Festival Centre staff.