LINDORES ABBEY DISTILLERY

JOB DESCRIPTION

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| 1. | Job Title: | Event Manager |
| 2. | Holder: |  |
| 3. | Reports to: | Brand Home Director |
| 4. | Has reporting to them | F.O.H. team members |
| 5. | Job/Role Summary | * Host events using excellent organisational skills * Market events and secure bookings * Deliver five star customer service * Add value to the business using a capable, efficient team |
| 6. | Detailed duties | * Work with the Brand Home director and manager to identify potential areas of growth * Manage the events team ensuring training, H&S and development & support is in place to deliver the five star experience * Understand key competition & balance BH offerings against this * Host fam trips and show-arounds * Respond to enquiries in a timely manner * Work within the confines of the BH budget, submitting monthly figures & liaising with the BH Manager to ensure budgets are being met * Maintain excellent relationships with the distillery manager and operations teams to ensure smooth running of the BH & that all H&S standards are complied with * Ensure the Events operation is staffed to meet the needs of guests & when required members, trade and VIP visitors * Work to achieve a high score from Trip Advisor, Facebook and Google reviews * Train staff to meet the Minimum Standard requirements as outlined in the MS guidance handbook * Work closely with the Brand Home manager to maintain diary compatibility and smooth running of events at the BH * Any other duties necessary to ensure the efficient & effective operation of the Brand Home |
| 7. | Key accountabilities | * Customer satisfaction * Achievement of agreed Event budget * Increased per capita spend |
| 8. | Individual profile | * Able to communicate effectively at all levels (Teamwork essential) * Passion for customer service * Efficient and organised. * ‘Can do’ attitude * Works well with a team while maintaining an air of ‘respected authority’ |
| 9. | Experience required/ Skillset required | * Customer service or customer relationship background. * Knowledge of Excel, Word, Power Point, EPOS & Quick Books |
| 10. | Educational requirement | * Educated to A level or equivalent |
| 11. | Last updated | January 2022 |