



Events Operations Manager

The Honourable Society of the Middle Temple - City of London

Salary £40,000 plus excellent benefits

Are you looking for a role in events that doesn't require you to work over Christmas and New Year? A role that doesn't mean you have to work long hours over significant dates in the calendar such as Valentine's Day and Mother's or Father's day?

This is a fantastic opportunity to work at one of London's most prestigious venues.

Steeped in history, Middle Temple is one of the four ancient Inns of Court and a professional membership organisation responsible for the training and qualification of barristers. It also manages a large heritage estate in central London from which barristers practice.

Notwithstanding its exceptional history, the Inn has a modern, commercial approach in optimising the use of its beautiful estate. **We now seek a highly driven Events Operations Manager to develop and implement a strategy to drive and maintain standards of excellence across all Middle Temple events.**

Background

Middle Temple Hall was built between 1562 and 1573 and remains virtually unchanged to this day having survived the Great Fire of London in 1666 and both World Wars. It is one of the finest examples of an Elizabethan Hall in the country. The Hall measures 101 feet long, 41 feet wide and 59 feet high at the apex.

Middle Temple continues to service the legal profession today, and also houses some of the most imposing event space in London available for formal dinners, weddings, meetings, receptions, corporate events, garden parties and outdoor functions. Middle Temple is also a popular location for filming. There are several letting spaces available with capacities ranging from 4 to 750.

The catering is run in house under the supervision of the Head of Catering and Events and an accredited supplier list is in place to enable clients to choose from alternative caterers and other suppliers.

You will work closely with the Events Sales Manager, Executive Chef, Back of House Supervisor and Front of House Manager to deliver the highest quality service to our members and guests and will be responsible for the full operational delivery of Middle Temple's events.

With exceptional leadership skills you will have experience in a high volume, high quality establishment such as a 4 or 5 star hotel, corporate contract catering, members club or heritage organisation. You will be a natural collaborator with a customer focus, acute attention to detail and the ability to manage a team and motivate them to produce excellent work.

An attractive benefits package includes a generous pension scheme, private medical and life cover as well as a generous leave allowance (with Christmas closure in addition to your leave entitlement).

To apply, please send a letter with your CV explaining how you qualify for the role to Sophie Frankis at recruitment@middletemple.org.uk.

The closing date for receipt of applications is **Friday, 16 March 2018**.



JOB DESCRIPTION

Job Title:	Events Operations Manager
Department:	Catering and Events Department
Reporting to:	Head of Catering and Events
Line manages:	Responsible for the Events Manager, Events Supervisor, Cellar and Beverage Supervisor, all waiting and Bar Staff
Location:	Middle Temple, London. EC4Y 9AT
Tenure:	Permanent
Hours:	40 hours per week over a seven day week
Job Purpose:	Operational responsibility for the delivery of all events, both internal and commercial including filming. Ensuring the highest levels of customer service is achieved and all events delivered are cost effective.

Overall responsibilities

The Events Operations Manager is responsible for the operational delivery of all internal and external events and filming events. With full responsibility for the management of the cellar including stock control. The Events Operations Manager will work closely with the Events Sales Manager, Executive Chef, Back of House Supervisor and Front of House Manager to deliver events seamlessly and to the highest standards.

Key responsibilities

- 1) Pre-event communication and planning with the Event Sales Team. Planning and communication with delegates/customers and suppliers as necessary.
- 2) Oversee staff schedules/rotas to ensure all events run smoothly.
- 3) Deliver events, within budget limitations which meet and exceed customer expectations.
- 4) Direct and manage the activities of all relevant staff, contractors and suppliers as required to successfully execute all aspects of the event on the day of delivery.
- 5) Manage and lead the team during the event, ensuring all staff are fully aware of the itinerary, menus, beverages and customer expectations for the function.
- 6) Trouble-shoot any event or service difficulties prior to the function ensuring everything runs smoothly on the day.
- 7) Assist with the management of the day time operation and leave cover.
- 8) Conduct post event briefings which involve staff, stakeholders and customers. Ensure post event learning points are incorporated into future plans and events.
- 9) Responsible for the ordering, monitoring and recording of stock levels of both bench and banqueting wines.



- 10) Working in collaboration with the Events Sales Manager ensuring the smooth running of events and their hand over.
- 11) Direct and manage all activity related to the event, ensuring all service standards are followed.
- 12) Provide financial information to assist with the annual budget preparation. Actively prepare the annual wine/ beverage budget.
- 13) Effectively manage and monitor payroll costs of all casual staff, including the overtime management of the Catering and Events department and support departments delivering services to the events, through the Ungerboeck system. Report to Finance as per the specific guidelines.
- 14) Implement a continuous program of staff training and development and assist with training and induction of new staff members into the Catering and Events department.
- 15) Effectively deal with any issues raised by our customers and clients.
- 16) Set high standards of customer service and drive and motivate staff to improve on this with each event.
- 17) Assist in the creation of new menus for Events.
- 18) Collaborate with the kitchen team and Executive Chef in the planning and delivery of events.
- 19) Overseeing the on and off site cellar management from ordering to delivery, during the event with full stock takes.
- 20) Assisting with the management of the Bench wines working in collaboration with the Membership Director and Finance.
- 21) Running all cash and pop up bars.
- 22) Managing onsite filming on the day of the event and assist in the organization and pre-planning.
- 23) Overseeing the management of onsite equipment ranging from A/V equipment, gowns, silver beakers etc.
- 24) Accountable for H&S, legal regulations and policies. Duty of care to customers and colleagues.
- 25) Attend all meetings as required.

Additional Ad Hoc Duties:

You may be asked to attend the wine subcommittee meeting. This will include:-

- Writing and distributing the agenda.
- Taking meeting minutes.
- Producing and distributing the meeting minutes.
- Managing the wine replacements and monitoring stock levels of the Bench wines including the budget draw down.
- Arranging wine tastings for the Wine Sub-committee meeting.



	Essential	Desirable
Qualifications	<p>Previous leadership experience within a similar role required with a min of five years</p> <p>WSET 2</p>	<p>Membership of a professional body such as the Institute of Hospitality</p> <p>University/College degree in a related discipline</p> <p>WSET 3</p> <p>Personal License Holder</p> <p>First Aider</p>
Background /Experience	<p>Proven track record in delivering high quality, successful events</p> <p>Previous leadership experience within a similar role required. Ability to manage a team and motivate them to produce excellent work.</p>	<p>Previous experience in a Unique Venue of London/ 4 or 5 star hotel</p>
Skills/Knowledge	<p>Excellent written and oral communication skills</p> <p>A broad knowledge of current trends in the Events Industry</p> <p>Computer literate in Microsoft applications and relevant computer applications including venue management systems required</p> <p>A firm grasp of financial accounting</p> <p>Strong interpersonal and problem solving skills</p> <p>Ability to work to deadlines</p> <p>Highly customer focused with an acute attention to detail</p> <p>Professional and committed</p>	
Personal Qualities	<p>Methodical and highly organised</p> <p>Highly customer service-orientated, energetic and delivery focused</p> <p>Calm under pressure, patient and measured</p>	



	<p>Collaborative, co-operative and able to make and sustain positive relationships with colleagues at management and other levels</p> <p>Able to win trust and respect of colleagues</p> <p>Ability to work irregular hours and weekends as the job demands</p>	
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