



Events Supervisor (Events Department)

The Honourable Society of the Middle Temple - City of London

Salary range £24-£28k plus excellent benefits

Fixed Term Contract 1 Year initially

The Honourable Society of the Middle Temple is seeking an experienced and established Events professional to join its Events department.

Steeped in history, Middle Temple is one of the four 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. Together with the other Inns of Court, it collaborates closely with organisations such as the Bar Council and Bar Standards Board in supporting the profession of the Bar.

The Events Department provides lunch Mondays to Fridays to members of the Inn and pre-booked groups in its Hall. The department is also responsible for the delivery of the catering requirements for qualifying sessions and various external client events.

You will work closely with the Inn's Events Manager and existing Events team to deliver the highest quality service to our members and guests and will be responsible for the full operational supervision of all evening and weekend events. You will be expected to provide assistance to lunch/day events team on occasions when no evening events are taking place. You also be responsible for client tastings, ensuring rooms are prepared for service, ensure that on arrival guests are given the warm welcomes and have an excellent impression of the Inn.

Experience in a high volume, high quality establishment such as a 4 or 5 star hotel, corporate contract catering or a members club is essential with experience in a heritage organisation ideal. You will be a natural collaborator with well-developed interpersonal skills and the ability to communicate clearly and fluently with people of all levels and capable of working independently and within a team to prioritise requirements and juggle an ever-changing workload.

Excellent benefits include a pension scheme, private medical and life cover as well as a generous leave allowance.

To apply, please send a letter with your CV explaining how you qualify for the role, what you would bring to it, and why it is a natural next career step for you, to Lisa O'Daly at: recruitment@middletemple.org.uk.

The closing date for receipt of applications is **Monday 13 April 2015**.



JOB DESCRIPTION

Job Title:	Events Supervisor
Department:	Events Department
Reporting to:	Events Manager
Tenure:	1 Year Fixed Term Contract initially
Line manages:	There is currently no line management responsibility, although, in the absence of the Assistant Events Manager and the Food Services Manager, the Events Supervisor is responsible for the Laundry, Cellar Porter, Waiting Staff and Cashier.
Location:	Middle Temple Hall– London – EC4Y 9AT
Job Purpose:	The task of the Events Supervisor is to assist the Events Manager in the delivery of cost effective management of the events and catering operation of the Inn.

About the Middle Temple

The Middle Temple is one of the four Inns of Court which have the exclusive right to call men and women to the Bar i.e. to admit those who have fulfilled the necessary qualifications to the degree of Barrister-at-Law, which entitles them, after a period of pupillage (vocational training), to practice as Barristers. The Inn holds numerous events and functions thorough the year and is available for private hire.

About the Events Department

The Events Department provides lunch Mondays to Fridays to members of the Inn and pre-booked groups in its Hall. The Inn hosts a number of events for the benefit of members of the Inn and can also be booked for private events ranging from formal dinners, weddings, meetings, receptions, corporate events and garden parties to outdoor functions, TV documentaries and Hollywood movies.

Duties expected

- 1) To have a visible presence during service times and ensure that it is set in accordance with guidance of the Food Services Manager
- 2) Ensure that the Rutledge Suite and other Events areas are cleared and prepared for service or left in a state ready for public access

- 3) To ensure that ensure that on arrival, every member of staff is fully briefed as to the duties they are to carry out.
- 4) Carry out operational planning for each event such as equipment requirements, room layouts and staffing requirements.
- 5) Liaise with the kitchen where necessary in the planning and delivery of an event
- 6) Ensure all function sheets are correctly completed before the commencement of service
- 7) Ensure the that all staff accurately complete timesheets of the hours they have worked for the shift
- 8) Assist in the preparation of accurate consumption figures for events within the shortest possible time after the end of an event
- 9) Make purchase recommendations to the Food Services and Events Manager
- 10) To assist in ensuring that all the Departmental targets are met
- 11) Undertake regular stock takes of inventories with the assistance of the Head Kitchen Porter and laundry personnel
- 12) Conduct meetings with visitors/clients/prospective clients of all levels of seniority with a view of booking events or confirming details of events already booked.
- 13) Keep abreast of the latest trends within the catering/banqueting industry, making recommendations to improve the Middle Temple product as appropriate
- 14) To take a proactive approach to equipment maintenance and to deal with any issues that may arise
- 15) To assist with the efforts to maintain the Events Department as a clean safe environment to work

Events:

- 1) To ensure that all waiting staff are fully briefed for the roles they are expected to perform (i.e. to ensure that they can serve/clear/lay-up/pour hot and cold beverages)
- 2) To ensure that all aspects of function sheets are fully understood and carried out as specified, (i.e. that the menus are printed as per client instructions, that timings are adhered to as best they can be, that any reasonable client request is carried out)
- 3) Ensure that all committee meetings are correctly set up and adequately supplied with the function requirements
- 4) To ensure the smooth operation of any event by making sure all staff attending the event are fully aware of what work needs to be carried out and when and that all staff are coordinated effectively
- 5) Ensure that all pre-dinner procedures and policies are followed before the commencement of service

- 6) Ensure that events are managed with minimum impact on the operation of Middle Temple, its rooms, and opening times to the public, tenants and residents

Office Duties:

- 1) To answer phone enquires and deal with any issues raised
- 2) Work closely with other departments including security, housekeeping, etc., as required
- 3) Work closely with other departments to ensure that delivery of the Middle Temple product is exceptional
- 4) To ensure that all staff signing sheets are correctly recorded for the Events Manager and Finance Assistant to pass to HR and payroll as required
- 5) To keep current with themes and practices in the catering industry and to recommend changes to improve the Middle Temple product as appropriate
- 6) To attend all meetings as required
- 7) Responsible for informing the Events Manager of the availability of adequate stocks of waiting staff uniforms, including the ordering of and production of staff name badges

General:

- 1) Equipment Maintenance:
The Evening Events Supervisor is the first point of call for any member of staff to report equipment maintenance issues to report required repairs and maintenance issues to the relevant company and/or department.
- 2) To be responsible for the Bench gowns. In terms of correctly assigning gowns for particular events, storage and up keep of the gowns
- 3) To ensure that all stock is stored in a manner that ensures their safety and security

	Essential	Desirable
Qualifications	Previous leadership experience within a similar role required	Membership of a professional body such as the Institute of Hospitality University/College degree in a related discipline
Background /Experience	Solid background in the Events industry with a proven track record of planning and supervising events from inception to completion. Experience in a high volume, high quality establishment such as a high-end hotel, members club or similar	Previous experience in a Unique Venue of London/4 or 5 star hotel

	<p>Thorough knowledge of creating excellent customer experiences with the ability to make this happen for each and every event.</p> <p>A good knowledge of current trends in the Events industry</p>	
Skills	<p>Customer focused with an attention to fine details</p> <p>Ability to spot problems and troubleshoot quickly and efficiently</p> <p>Strong communication skills, written and verbal</p> <p>Ability to work to work under considerable pressure and work to immovable deadlines</p> <p>Driven towards maximising sales and meeting departmental budgets</p> <p>Efficient in using Microsoft office and computer applications</p>	
Personal Qualities	<p>Highly customer service-orientated and delivery focused</p> <p>Ability to deal with people at all levels of the business as well as VIP customers</p> <p>Methodical and highly organised</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>	

Important

This job description reflects the current situation. It does not preclude change or development that might be required in the future. The list of duties is not exhaustive. The position of a duty on the list is not necessarily indicative of its importance.