



## Job Description

<b>Job Title:</b>	Events Manager
<b>Accountable To:</b>	Events Business Manager
<b>Location:</b>	Moddershall Oaks Country Spa Retreat

### Our Vision

At Moddershall Oaks, we are dedicated to providing guests with a special place to be and all members of our team are expected to work positively to achieve our vision:

**'Be the best at everything we do by employing great people who make Moddershall Oaks a special place to be'.**

### Our Values

We have agreed a set of core values which define the standards and behaviours which we expect all employees to demonstrate:

- We are **Ambitious**  
We are focussed on personal and business success
- We are **Caring**  
We genuinely care about our guests and our colleagues
- We are **Creative**  
We seek better ways of doing things and are empowered to deliver consistently outstanding service
- We are **Enthusiastic**  
We are motivated to develop our skills and do our best for guests every day
- We are **Loyal**  
We work as one team who are loyal to each other and the business

In return, Moddershall Oaks offers appropriate support, training and development within available resources to enable employees to make their best contribution.

### Job Purpose

To ensure that the Venue at Moddershall Oaks is a special place to be so that guests enjoy an excellent Event experience. With your team, ensure the Venue retains its reputation as one of the best places to hold functions in Staffordshire. Lead by example, proactively manage the Events team, and ensure that guests receive an exceptional seamless service commensurate with a 5\* establishment. Work closely with other managers to ensure that guest expectations are met and wherever possible, exceeded.





## Principal Accountabilities

1. Manage the daily operation of all Moddershall Oaks Events, to ensure a high quality service is provided and excellent reputation maintained.
2. Proactive selection, development and performance management of team members to ensure they are well motivated, focused and valued for their contribution. Take action to address any problems, including disciplinary matters.
3. Ensure there is excellent communication within the events team so that everyone knows what is expected – including regular updates, conducting effective team meetings and 121s.
4. Act as a role model for team members, setting and reinforcing standards, providing training and mentoring team members.
5. Manage the rota for events operations, so that resources are effectively planned to ensure we can deliver outstanding service within budget.
6. Share any recruitment needs with the HR Manager and assist HR in the recruitment process. Carry out trials and assessments to determine skills required for the role.
7. Manage holiday requests for the team, approving or declining in accordance with the holiday procedure.
8. Upload and complete rotas on Planday and approve at the end of each week for times worked, ensuring that absences and holidays are accurately recorded for payroll purposes.
9. Take responsibility for care and maintenance of The Venue, ensuring all staff and suppliers are aware/trained to comply with how to look after the Venue, ensuring that no damage occurs due to poor handling. For example, the Venue floor, courtyard umbrella, partition wall system.
10. Work with the Events Business Manager to identify new ideas for events and bring these to fruition.
11. Ensure compliance with operational standards, company policies, and statutory requirements with regard to food and beverage safety.
12. Maintain a professional Moddershall Oaks image across the whole team at all times, including cleanliness, uniforms, and personal appearance standards.
13. Build positive relationships with brides, grooms and other lead guests to help plan final details for their event and ensure every requirement is catered for to a high standard through a personalized tailored service.
14. Proactively seek to obtain testimonials, photos, videos, stories etc. that can be utilised for marketing purposes, liaising regularly with the Head of Sales & Marketing to ensure good event marketing coverage.
15. Deal at first point of contact with any complaints with the aim of resolving them at the earliest opportunity to the satisfaction of guests. Take all appropriate action to turn dissatisfied guests into return guests.





16. Obtain guest feedback to identify ways of continuously enhancing the Events service through continuous improvement plans.
17. Manage stock levels to support smooth and efficient service delivery and reduce waste. Ensure regular stock takes are completed keeping in mind appropriate par levels to ensure we are not holding an excessive amount of stock nor running out of stock.
18. Adhere to company standards and service levels to increase sales and minimise costs, including supply, utility and staff costs. Work closely with the Finance Manager to monitor budgets and spend with the aim of ensuring that profit margin targets are achieved.
19. Ensure that all financial (invoices, reporting) processes are completed accurately, on time and in accordance with company policies and procedures.
20. Ensure a safe working and guest environment to reduce the risk of injury and accidents. Attend to accidents promptly, administer first aid in the event that a guest or employee is injured, reporting everything as required using appropriate report forms and end-of-shift emails.
21. Manage shifts which include: daily decision making, scheduling, planning while upholding standards, product quality and cleanliness.
22. Maintain control of all events, being vigilant and aware of guest behaviour, substance misuse, sound levels etc. and being proactive to prevent potential situations from escalating.
23. Be confident in the event sales function in order to provide sales support cover during quiet operational periods and busy sales periods.

### **General requirements**

- Work diligently within the best of your ability to ensure you meet the requirements of your job description
- Always seek to continuously improve
- Participate in internal/external meetings and training as required
- Positively participate in one to ones and appraisal
- Ensure that all relevant policies, procedures and working practices are adhered to at all times
- Work in accordance with Moddershall Oaks' culture, values, aims and objectives
- Act as a positive ambassador for Moddershall Oaks at all times when dealing with guests or representing the business
- Positively contribute to Moddershall Oaks team working environment, taking ownership of issues and supporting colleagues where appropriate
- Undertake any other duties that may be required from time to time



### Person Specification

<b>Job Title: Events Manager</b>		
<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Method of Identification</b>
<b>Qualifications</b> Events/ Hospitality qualification	Desirable	Application
<b>Proven Experience</b> At least two years' experience within an Events Team role Experience of providing a high standard of service to guests, ideally in a hospitality setting Experience of working in a bar, restaurant or hotel Event Management environment Experience of managing customer service including customer relations and complaints	Essential Essential Essential Essential	Application Application/interview Application/interview Application/interview
<b>Knowledge, Skills and Abilities</b> Outstanding customer service skills Knowledge of sales and marketing techniques Able to lead and motivate a team and motivate others outside the team to deliver an excellent service A very keen eye for detail and accuracy Time management, able to prioritise and achieve deadlines Excellent verbal and written communication skills Problem solving skills – able to work on own initiative	Essential Essential Essential Essential Essential Essential Essential	Interview/practical assessment Interview Interview Interview Interview/assessment Interview Interview/practical assessment





Excellent IT and administration skills	Essential	Interview/practical assessment
<b>Other Attributes</b>		
Able to work effectively within Moddershall Oaks core values framework	Essential	Interview
Car owner/driver	Essential	Application

**NB: This Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only, and may be changed at management's discretion in the future. As a general term of employment, Moddershall Oaks may affect any necessary change in job content, or may require the post holder to undertake other duties, provided that such changes are appropriate to the employee's remuneration and status.**

**I confirm that I have read and agree to carry out the duties and responsibilities contained in this job description.**

Name:

Signed:

Date:

