

NANCARROW

FARM / BARNES / KITCHEN

Job Description

Job Title:	Senior Events Manager
Location:	Nancarrow Farm, St Allen
Starting Wage:	Competitive (12 month contract)
Bonus:	10% KPI Bonus
Working Hours	Full time (48 hours per week – evenings & weekend working essential)
Line Manager:	Exec. Director – Steve Chamberlain
Key Relationships:	Directors, Project Manager, Events Manager, Floor Manager Head Chef, Sous Chef

Background:

Our vision is to create a totally unique place to feast, a memorable, collaborative eating experience with our farm's organic produce at the heart.

The Senior Event Manager will provide leadership and management across Nancarrow's event portfolio. As one of the key point of contacts for customers & clients, and with the support of the Event Manager and Floor Manager, you will ensure our values and ethos are brought to life at each event.

You will be responsible for development and delivery of exceptional customer experience, whilst maintaining positive team culture, and developing robust commercial performance. You will play a leading role in the development & delivery of the events offering as well as leadership within the events team. Working within the leadership team you will help ensure delivery of consistently exceptional customer service. In addition, ensuring that statutory food, hygiene and Health & Safety standards are maintained at all times.

Responsibilities:

1. Contribute to strategic planning and work, ensuring that you act in the best interests of the business at all times through understanding the business strategy, key competitors and how the business fits within the wider hospitality industry in which it operates.
2. Alongside members of the management team, play a pivotal role developing and delivering Nancarrow's event offering within the following areas:
 - Weddings
 - Feast/Supper Nights
 - Picnics
 - Team Building / Experience activity
 - Corporate conferences
 - Private dinners
 - Guest chef/Specialist nights
 - Festivals

3. Work within the management team to proactively maintain and develop the business in 3 key areas:

a. Team Culture

b. Customer Experience

c. Commercial Opportunity

4. Contribute to discussions and planning across the business, and outside of your own department, in order to further and benefit the business and ensuring effective communication at the appropriate level to the senior team at all times.

5. Oversee the effectiveness of the whole team and ensure consistency, efficiency, professionalism and effective communication to drive a strong cultural belief in the brand and product /service.

6. Lead by example to ensure the whole team are consistently operating in an empathetic, fair and professional manner.

7. Attend and lead internal meetings as required. Represent the Front Of House team effectively by reporting information to the management team on ways to improve performance, systems and best practises.

8. Comply with and enforce all the Farm's policies, standards and legislative requirements relevant to maintaining effective performance, communication, training and good business reputation; including Food Hygiene, Fire, Health & Safety regulations, attending relevant training as required - responsible as key contact for environmental health/trading standards/fire/police and all public sector officers.

Event Management:

1. Oversee the event calendar, working closely with other Event Manager's to ensure clarity for smooth delivery.

2. Supporting the Event Managers providing guidance and best practise development.

3. With the support of other Event Managers, act as key contact for customers once booking is secured, ensuring outstanding levels of customer satisfaction through communication, face to face meetings, and during event day management.

4. Handle all relevant event administration, payment schedule and bookkeeping.

5. Manage the 'Event Planner' for each individual event and ensure key stakeholders are briefed

6. Contribute to towards the development and delivery of event best practise and Event Checklist to ensure smooth planning and execution of events at Nancarrow.

7. Ensure every event follows the Event Process, including Checklists and Event Report.

8. Liaise with the kitchen team on event operations – conduct pre-event briefings on service flow, menu and all customer requirements

9. Event day – ensure the event runs to plan, overseeing FOH & bar team and external suppliers run as per plan.

10. Event day key contact for suppliers i.e. photographers, florists, band.

11. Ensure guests understand and agree to the terms and conditions.
12. Ensure all Fire Safety and Health and Safety processes are completed at all events.

Team Management:

1. Provide leadership for Front of House team, contributing to a positive culture across the Nancarrow team.
2. Support Floor Manager to build and maintaining a strong Front Of House team.
3. Work closely with the rest of the management team to ensure a positive working environment at all times, ensuring all staff are on duty at the correct time, noting and reporting any absence or lateness, and that their behaviour, conduct and attitude is exemplary.
4. Your leadership should ensure consistency, professionalism and effective communication in the team by, training, and maintaining, agreed standards of performance and conduct, ensuring continuity in your absence through effective delegation and communication.
5. Develop relevant documents which ensure clear communication of standards and service levels across at all events.
6. Support the leadership team and Floor Manager to ensure all Front Of House staff are properly inducted and trained.
7. Conduct reviews with Floor Manager and Event Manager to ensure support and professional development.
8. Take part in, and at times lead, monthly team meetings with key members of FOH team.
9. To check work emails on a daily basis responding as required and communicating any necessary information to the team.

To apply for this position, please send a CV and a covering letter by email to
hello@nancarrowfarm.co.uk

Closing date for applications: 1st May 2022