

Job Description

Assistant Events Manager

Position: Assistant Events Manager	Department: F&B	Reporting to: Events Manager
Salary: up to £29,999	Contract: Full time	Hours per week: 37.5 hours per week

Job purpose: To ensure all guests receive outstanding customer service whilst delivering the Hilton vision “To fill the earth with light and warmth of hospitality”

Role Competencies:

Planning Timescales:

- To ensure all meeting rooms and events spaces are set in timely manner prior to the event
- To ensure Rota Horizon is reviewed daily and maintained to the required standards
- Plan all staffing on a monthly basis in line with upcoming events
- Ensuring Events are adequately staffed in line with budgeted revenue and for the business needs.
- Achieve deadlines as set by senior Management for the business needs.
- Weekly stock control including equipment and disposables for Events.
- Attend Football Itinerary meetings, plan for the delivery of hospitality and the football clubs F&B requirements within the whole F&B Department.
- Attend weekly Ops meeting and cascade information throughout the department.
- Liaise with the sales team and attend pre-con meetings with clients.

Decision Making:

- To make staffing decisions on a day to day basis to assist with guest needs and remain in line with Hilton vision and payroll budgets.
- To follow and execute any reasonable request from your line manager.
- Decisions within remit of own role.
- Ensure all company policy and procedure, health & safety, hygiene, licensing handbook and Hilton brand standards.
- Ensure all legal, health and safety and compliance policies and standards within the Events department are adhered to,.
- To empower your team to be able to handle and resolve all positive and negative guest feedback.

Impact & Influence:

- Assist the Managing and developing of the team to deliver the day to day operation needs of the Events department
- To meet and exceed guests’ expectations.
- Assist with the Management of all services within the hotels Events department
- To come up with new and improved ideas within the events department to drive the department forwards
- Analyse feedback from guests and produce action plans that improve the performance and deliver the required standards.
- Be the first point of contact for any guest feedback and ensuring any disputes or adverse comments are resolved to their guest’s expectations.
- Have a positive and caring attitude to guest and colleagues within the department.

- Monitor the competitive set within our local market and report back to your line manager any key observations.

Skill Level:

- To assist in the delivery of the legal, health and safety and compliance policies and standards within the food and beverage department.
- High knowledge of the hotel/Events industry
- Prepare all events/conferences as per the function sheets.
- High level management knowledge of F&B departments and Events over 200 within Hotels.
- The ability to meet financial budgets.
- Understanding of Hilton (or similar brand) guest feedback platforms.
- To have been part of a leadership team of a Hotel department.
- The ability to plan and manage Conferences & Events simultaneously.

Communication:

- To be the first point of contact for any guest feedback and ensuring any disputes or adverse comments are resolved to their guest's expectations during events.
- To ensure you work in unison with all other F&B Managers to deliver the departmental objectives
- Attend operational meetings associated with Events.
- Hold daily briefings to ensure your team are fully knowledgeable of guest's requirements, agendas and health & safety
- Actively work with others within the department and other business areas.
- Actively resolve any customer queries or issues through the Hiltons SALT platform within the required deadlines.
- Resolve any conflict in accordance with the company guidelines and complete all conflict management training.
- Ensure Handovers are communicated within the required timeframe.

Budget Management:

- To ensure all purchasing and procurement guidelines are followed and adhered to.
- To ensure staffing costs are inline with payroll budgeting and forecasting
- To ensure financial budget and targets are met.
- Maximise revenue opportunities and assist achieving budget.
- Process all payments in line with company policies.
- Assist achieving the budgeted payroll.
- Control of budgeted agency costs in line with payroll.
- Assist achieving budgeted revenue and costs for Events.

Lead & Develop:

- To assist with ensuring all food and beverage team members are trained, reviewed, and regularly assessed to deliver excellent food and beverage service.
- To resolve any conflict in accordance with the company guidelines and complete all conflict management training.
- To empower your team to be able to handle all positive and negative guest feedback.
- To ensure all food and beverage team members are trained, reviewed, and regularly assessed to deliver excellent food and beverage service.
- Monitor and maintain PDR for all employees.

- Complete all brand and statutory training.
- Attend personal reviews and identify own training & development needs.
- Cross train within each department within the F&B Department and MPW.
- Monitor all team members and ensure they have completed the required Flow and Hilton training modules.

Operating Parameters:

- To operationally plan Events of various levels of complexity.
- To follow all hotel and group policies and procedures inclusive of the staff handbook.
- To ensure all event spaces are maintained and cleaned daily in line with cleaning procedures.
- Follow all Government guidelines and company policies to deliver COVID19 controls.
- To act as a fire marshal as required around the needs of the business.
- To implement all brand standards daily.
- Ensure you work in unison with the Events Manager to deliver the overall departmental objectives.
- Ensure Rota Horizon is reviewed daily/weekly and maintained to the required standards.
- Ensure that processes are followed for payments using the POS system, for transactions of credit card, room charges.

Essential & Desirable Job Criteria:

Essential

- Previous leadership in Events over 200
- Excellent attention to detail
- Excellent communication skill written and verbal
- Outstanding customer service skills
- Confident, friendly, and personable manner.
- High level of discretion and trustworthiness
- High levels of personal integrity.
- Ability to work as part of a team.
- Basic IT Skills including Excel and Outlook.
- High knowledge of hotel and or events industry
- Ability to work to specific deadlines.
- Strong problem-solving skills.
- Ability to manage change in process and policy.
- Highest level of personal grooming.
- Previous experience with symphony or other POS platforms.

Desirable

- Previous experience working with hotel or high street brand.
- Personal licence holder.
- Food safety certificates.
- First aid trained.
- Cellar management.
- Training qualifications.

- Previous experience of leading large teams in large scale food and beverage operations.

Safeguarding - We are committed to safeguarding and protecting children and young people (CYP) and at-risk Adults (ARA) Our expectation is that you will fully accept your responsibility for the safety and welfare of all CYP and ARA by being fully conversant with all our safeguarding policies and reporting anything that does not appear to be correct. The post maybe subject to an enhanced DBS check and yearly self-declarations.

Equality & Diversity – must be able to demonstrate that equality, diversity and inclusion will be maintained and developed across all programmes and areas of the business.

Competency Total: 100

Level: 3