

POSITION DESCRIPTION

EMPLOYEE NAME:
POSITION TITLE: Event Manager - Venues
POSITION STATUS: Full Time
REPORTS TO: Executive Manager - Events
DATE PREPARED: November, 2017

The below content, is intended to describe the general nature and level of work required by this position.

Job Purpose

The primary responsibility of the Event Manager is to coordinate and manage all aspects of an event, ensuring they execute the production of high quality events from conception through to completion; whilst at all times guaranteeing that the clients brief and expectations are met and in the latter exceeded.

The overall coordinating and organising, involves overseeing the pre-planning, operation and logistics of events such as exhibitions, weddings, conferences, conventions, meetings, seminars, trade shows, product launches, social events, gala dinners, major events and fundraisers etc.

The Event Manager remains the focal point for direction, support and communication for the client and relevant external stakeholders.

Responsibilities

General:

- Comply with the Employers workplace policies and procedures;
- Continuously action and uphold the Employers core values – ALIVE:
 - A – Accountable
 - L – Leaders
 - I – Integrity
 - V – Value
 - E – Edge
- Punctual attendance at and participation in meetings as required by the business;
- Professionally represent the Company at any forum, seminar, conference, business meeting, commission, court, hearing, etc.;
- Ensure that you and the team members that you lead continuously maintain personal grooming and presentation at a high professional standard;
- Ensure that you and the team members that you lead strictly follow all compliance regulations. For Example: Health Safety and Environment;
- Establish and maintain administrative systems and processes that allow effective management of all correspondence, reporting requirement and documentation;
- Accurately perform administration tasks not limited to: processing, interpreting, analysing, forecasting and reporting on financial transactions, stocktake, documents, statistics, incident reports, customer feedback etc.;
- Accurate completion and timely submission of project, reports, documentation within specified timelines;
- Meet set KPI's;
- Provision of exceptional customer service to colleagues, clients, suppliers and all workplace visitors etc;
- Interact with all colleagues, clients, suppliers and workplace visitors to the workplace in a professional and positive manner to foster good rapport, promote brand and team spirit and ensure two way communications;
- Maintain a high level of product and service knowledge in order to explain services to colleagues and explain and sell services and facilities to customers if and as required;
- Actively participate in the tender preparation for all potential catering opportunities.

Functional:

- Contribute to the ongoing achievement of team budgets/targets by managing events as required by business demands. This may include:
 - Meeting with clients to discuss their needs and outlining package options to meet these needs. Arranging and coordinating services, such as conference facilities, catering, signage, displays, audiovisual equipment, accommodation, transport and social events, for participants.
- Quickly & effectively build rapport with all clients;
- Understand client needs and facilitate their requests;
- Ensure detailed and thorough completion of Event Orders as per client requests;
- Carry out administrative and operational tasks associated with managing an event; This includes but is not limited to:
 - Creation and Revision of Event Floor Plans using Visio Program;
 - Creation and Revision of Event Orders using Your Function/Priava;
 - Creation and Revision of Weekly Event Summaries in preparation for Weekly Event Order Meetings;
 - All Associated Event Costing's;
 - Undertake project based work as required.
- Ensure that you are suggesting and upselling value adds to the client.

- Where required work closely with operations & kitchen team in relation to menu's, floor plan's & running times;
- Brief all other staff on the client requirements and/or expectations by attending Event Order Meetings; Ensuring that operations understands terms and conditions as outlined in the Event Order and agreed to with clients;
- Appropriately brief Operations Managers on any abnormal requests before the beginning of events;
- Oversee work being conducted by contractors and reporting on variations to work orders;
- Greet client at the start of function to complete client satisfaction; Where required by the business be present during the event to ensure that the Event Order requirements are being accurately and professionally actioned;
- Liaise with Operations Managers after events to ascertain any issues;
- Maintain client contact immediately after the event and follow through on any issues as soon as possible;
- Within 24 hours respond accurately to internal procedural or informational issues;
- Within 24 hours respond appropriately and accurately to external basic objections and concerns from clients.

Training:

- Attend training sessions as required;
- Amend and revise programmes as necessary, in order to adapt to changes occurring in the work environment.

Financial:

- Responsible for ensuring all associated department costs are invoiced in full and collected prior to any service being rendered by the company; with miscellaneous post charges invoiced and recovered within seven working days of services being rendered;
- Ensure a thorough understanding of your departments budget; and ensure that you meet all set key performance indicators which may include new business, sales conversions, budgets, cost, expense and revenue targets etc;
- Interpret operating results as they affect the financial position of the department and make recommendations for business and profit improvement;
- Financial responsibility for managing all budget lines:
 - Manage event expenses;
 - Food, beverage, labour and logistic cost;
 - Forecasting and planning;
- Ensure secure keeping of any monies, credit cards, cheques etc. in your receipt;
- Ensure the accurate maintenance and integrity of any point of sale and/or inventory management system, that you maybe required to use;
- Complete financial reporting as required by the business;

Continuous Improvement in Customer Service:

- Display a high commitment to exceptional service and display strong attention to detail;
- Use the organisations systems and technology in achieving product/service targets and standards;
- Seek and use customer feedback to improve provision of products/service.
- Investigate and resolve customer complaints and promptly escalate complaints to senior Managers where you are unable to resolve the situation;
- Develop key business relationships & maintain positive relationships with existing and potential customers;
- Develop key business relationships within the industry to ensure that we are represented on the appropriate industry bodies and associations.

Cleanliness:

- Ensure cleanliness of your work areas;
- Ensure that you secure exit and entry doors during and at the completion of your shift;
- Inform management of general and preventative maintenance of equipment.

Health Safety & Environment (HSE):

- Adhere to the Employers workplace HSE policies, procedures and guidelines;
- Report incidents within 24 hours;
- Participate in HSE programs as requested;
- Ensure your work area is kept clean (free from clutter) and tidy at all times.

Any other duty as directed by your Manager/Supervisor.

Qualifications

- Completed Studies at a Tertiary Level in Event Management.
- A minimum of 3 years demonstrated experience within the industry in a similar position and premium environment.

Skills / Experience

- Strong food and beverage knowledge;
- Communicates effectively through quality written and verbal communication skills, including excellent spelling and grammar
- Thoroughness and attention to detail is essential;
- Accurate keyboard skills, highly proficient in the use of technology (e.g. Microsoft Office Suite, intranet/internet, etc);
- Self motivated with the ability to manage competing priorities and apply good judgement;
- Demonstrates sense of urgency with ability to meet critical deadlines;
- Present a professional appearance in personal presentation, communication and correspondence.
- Ability to explore issues analytically and in a sequential manner;
- Awareness of appropriate Government Legislation/Acts appropriate to this position;
- Demonstrates a commitment to teamwork and maintenance of a supportive work environment;

Employee Name: _____

Employee Signature: _____ Today's Date: _____

Please sign to indicate that you have read and understood the contents expressed in this position description. Furthermore you agree to contact your Manager or the Human Resources Department with any questions that you may have regarding any of the information relating to this position description.