

JOB DESCRIPTION: Event Designer – Hopetoun House

OVERVIEW OF ROLE:	Responsible for the efficient planning of all event services within the Heritage Portfolio business unit Hopetoun House. This includes operational responsibility for events assigned by the Food and Beverage Manager across the events and retail business
REPORTING TO:	Food and Beverage Manager – Hopetoun House
RESPONSIBLE FOR:	Assisting reach hospitality budget of £559,471 in 2018 Managing all event planning and design of HPL contracted services within venue and complex
PRIMARY LOCATION:	Based at Hopetoun House & HPL Head Office as required
DUTIES:	<ol style="list-style-type: none">1. Maintain service standards in all event planning duties.2. Maximise revenue potential with each event client.3. Providing details of drinks orders to Food and Beverage Manager for processing at least two weeks in advance of each event.4. Assist the Food and Beverage Manager in devising business development strategies for service models and new market development.5. Build and maintain relationships with key client principals within Hopetoun House.6. Deputise for the Food and Beverage Manager as required.7. Control of event P&L and upselling to help achieve budgeted revenues and maximise event profitability.8. Assist the Food and Beverage Manager when required by the business and in addition to Event Planning responsibilities.9. As a core member of the Heritage Portfolio team, to be seen as an ambassador for Heritage Portfolio both internally and externally whilst promoting our values through all aspects of the service contract.

	<p>1. Maintain service standards in all event planning duties</p> <ul style="list-style-type: none">• Ensure that all events are accurately costed in-line with the companies budgetary and pricing policies as well as with Hopetoun House net pricing requirements• Undertake effective communication with all operational teams to ensure service delivery teams are fully briefed to deliver all contracted services• Be creative with solutions to fulfil client requirements• Be proactive in ensuring all clients are well informed and accommodated <p>2. Maximise revenue potential with each event client</p> <ul style="list-style-type: none">• Guide the Hopetoun House sales team with regards to up-selling• Be proactive in dealing with all enquiries and sales opportunities• Conduct client menu and wine tastings, identifying opportunities to upsell• Assist Hopetoun House Event staff with venue show rounds as agreed with Food and Beverage Manager <p>3. Ordering</p> <ul style="list-style-type: none">• Ensure all Event Wizard orders are completed at least two weeks prior to the event.• Ensure equipment ordering is completed further in advance when<ol style="list-style-type: none">i) The client requests more unusual equipment.ii) The event is set to take place during a busy period.• Raise PO numbers for qualifying orders ensuring these are booked off in the correct period.• All equipment should be arranged for delivery by 10am the day before an event to allow for set up and to mitigate risk. <p>4. Assist the Food and Beverage Manager in devising business development strategies for service models and new market development</p> <ul style="list-style-type: none">• Assist the Food and Beverage Manager, HPL Sales Director & HH Sales Manager in identifying key markets to target; create and cost packages to support these.• Support the Food and Beverage Manager and the Hopetoun House team at Trade Shows, Wedding Fayre's and FAM Trips as appropriate
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- Attend weekly one-to-ones with the Food and Beverage Manager. Discussion points as per agenda.

4. Build and maintain relationships with key client principals within Hopetoun House

- Proactively encourage positive relationships with venue client principals and the events team on site
- Provide Hopetoun House with the appropriate information for their events, whilst keeping all pricing and information within the Heritage Portfolio guidelines
- Be the first point of contact from Heritage Portfolio when preparing costings for client enquiries. Consult the Food and Beverage Manager where applicable.

5. Assist Food and Beverage Manager when required by the business and in addition to Event Planning responsibilities

- Attend, where necessary, venue event meetings and HPL operational meetings.
- Submit payroll in the absence of the Food and Beverage Manager.

6. Control of event P&L and upselling to help achieve budgeted revenues and maximise event profitability

- Ensure forecast is accurate at all times and updated in line with planning
- Final invoices must be sent within 48 hours of each event and in all cases before the end of the business week.
- Discuss all discounts with the Food and Beverage Manager
- Raise queries with the Food and Beverage Manager

7. Operations: Responsibility for the operational management of events allocated and agreed with the Food and Beverage Manager.

- Prepare Operations orders and health and safety documentation ahead of each allocated event.
- Ensure staff briefs are conducted in line with HPL policy
- Ensure the banqueting kitchen is left clean and tidy following events.
- Ensure all paperwork is completed post event and left in the Food and Beverage Manager's tray for processing. E.g. Cash up, Staffing, Cleaning Schedule, H&S documentation and Accident Reports.
- Conduct a monthly tidy of the events Kitchen with the Food and

	<p>Beverage Manager. A mutually convenient time will be agreed.</p> <p>8. As a core member of the Heritage Portfolio team, to be seen as an ambassador for Heritage Portfolio both internally and externally whilst promoting our values through all aspects of the service contract</p> <ul style="list-style-type: none">• Be seen as an ambassador for Heritage Portfolio both internally and externally• Conduct day to day Heritage Portfolio business within an appropriate manner and within the agreed Hopetoun House contractual terms• Carry out all duties in-line with the Heritage Portfolio company values• Work in a positive and energetic manner to earn trust from clients and colleagues
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