



JOB DESCRIPTION

JOB TITLE

Events Duty Manager

PLACE OF WORK

Pavilions of Harrogate.

JOB PURPOSE

Working as part of a team under the supervision of the Operations Manager to prepare rooms for, and manage events at Pavilions of Harrogate in accordance with client's requirements, offering the highest standards of customer care at all times.

POST HOLDER BASIC REQUIREMENTS

- Previous experience in a similar environment.
- Excellent communication skills.
- Commitment to delivering the highest levels of customer service.
- The ability and confidence to problem solve and deal with a variety of situations as they arise in a positive and professional manner.
- Adaptability as the post involves, changing rotas with evening and weekend work.
- Excellent organisational skills and attention to detail.
- To be fit and healthy as this is a physically demanding role

MAIN DUTIES

- To act on any client request immediately and to meet and exceed their needs in an efficient manner, and to offer the highest standard of customer care at all times.
- To have or to undertake and pass the training to become a Personal Licence, a SIA licence holder and a First Aider.
- Have a full clean driving licence
- To prepare function rooms for all events to the requirements of the client and to our high standards, including moving furniture, staging, dance floors, audio visual equipment etc.

- To achieve the above, liaise effectively with senior managers to get required information prior to an event and to pass it on to assistants, cleaners, caterers and other support staff.
- To liaise with and supervise contractors and other staff involved in the events.
- To check function rooms are ready prior to client's arrival, including cleanliness, temperature, furnishing, audio visual equipment etc.
- To greet organisers, check arrangements and provide any necessary housekeeping and safety arrangements.
- To liaise closely with the organiser and their representatives during the event to ensure everything runs smoothly and to meet any client requests which arise.
- To ensure the safety of guests and manage any evacuations which may be required in accordance with the company's procedures.
- To deal with any complaints or unusual requests with a positive and professional, can-do approach.
- To deal with any accidents or near misses and report them.
- To provide feedback from events, including compliments and complaints, incidents, and any relevant statistical or accounting information.
- To ensure all equipment and other fittings are in working order and to rectify or report any defects.
- To prepare and serve on bars.
- To assist with cleaning of kitchens, as well as function rooms – this is a hands on role.
- To be responsible for full security check of Pavilions of Harrogate at the close of events, ensuring all windows and doors are locked and set alarms.
- To be aware of security needs for both the company and clients and to act accordingly. To ensure all Pavilions of Harrogate keys you are given are kept on your person at all times.
- To assist in all aspects of the running an event including occasionally cloakrooms, bars, stewarding etc.
- To keep all storage areas clean, tidy and safe.
- To adhere to all legal & company policies at all times including but not confined to COSHH, Health & Safety and Fire.
- To attend all training as required.
- To maintain a high standard of personal hygiene and presentation at all times, and wear the uniform provided.
- To assist as required with events at Yorkshire Event Centre and at the Great Yorkshire Show.
- Any other reasonable request in the performance of the business of Yorkshire Event Centre Limited and Yorkshire Agricultural Society.