

# Events Manager

A Fantastic opportunity has arisen to work at Bovey Castle Luxury Hotel. Set in majestic surroundings including a championship Golf course, Bovey Castle offers the chance to work with an exceptional team and develop a 5 star career.

The role involves managing the Events Department, which includes a team of co-ordinators, selling, developing and preparing client proposals in order to deliver events that include corporate meetings and weddings. You will have responsibility of owning events and customers, being their first port of call for every query and delivering to them and the business in agreed time frames, budgets and procedures. In addition you will seek out and attract new and repeat business, which will include some cold calling in order to grow the revenues of Bovey Castle. You will be responsible for preparing and submitting weekly reports to the Executive Team.

Ideally the candidate will have experience in Hospitality as an Events Manager or a qualification in a similar role, exceptional communication skills and be computer literate in all Microsoft Office applications. They will convey a professional image, be self motivated, a fantastic leader and be flexible in your approach and working hours.

In return you will receive a salary of between 19 - 22k pro rata per annum depending on experience as well as other fantastic benefits including massive discounts on stays / food / beverages, free use of selected facilities and shared service charge / gratuities.

To apply for this position please email your CV and a covering letter to [sirvin@boveycastle.com](mailto:sirvin@boveycastle.com).





## **JOB DESCRIPTION**

**Job Title:** Events Manager

**Hotel:** Bovey Castle

**Department:** Events

**Responsible to:** Hotel Manager

**Scope and Purpose:** To manage the Events Department, maximising revenues and profits to agreed budgetary limits.

### **KEY RESPONSIBILITIES**

1. To ensure that all Events employees are correctly and smartly dressed at all times, that they offer professional and courteous service to their customers.
2. To ensure that consumable and non-consumable goods are ordered, correctly stored and issued to the various departments.
3. To ensure maximum security in all areas under your control and that staff are fully aware of the importance of key security.
4. To attend timely to customer complaints.
5. To carry out systematic checks of all Events areas for maintenance requirements, repairs or refurbishing, ensuring that these are actioned without delay.
6. To hold at least 2 performance appraisals per year with all staff, identifying areas of strong performance, development and training needs.
7. To carry out or ensure that regular On-the-Job training is taking place to agreed standards.
8. To hold regular communication meetings with members of your department.
9. To ensure that staffing levels are correct and these are not exceeded without the permission of Hotel Manager.
10. To act as Duty Manager when required.
11. To attend Management Meetings as required including monthly HOD meeting.
12. To ensure accurate and timely submission of all reports and administrative work.
13. To prepare and submit on the required format annual budgetary information and updates as required.

14. To monitor trends within the industry and make suggestions how these could be implemented.
15. To manage the holiday process for the Events department ensuring that these are spread out across the financial year and that all holidays are taken without disruption to the customer.
16. Ensure that Events is a 5\* place to work measured by bi-annual employee survey and employee turnover.
17. To ensure that company and statutory hygiene / legal standards are maintained in all areas.
18. To ensure that profit margins are maintained, agreed costs are not exceeded through effective control systems.
19. To ensure that bands, discos, or entertainment have been booked as directed.
20. To ensure that reservations are taken correctly and courteously.
21. To ensure effective liaison between events co-ordinators and reservation assistants.
22. To ensure that enquiries, messages, bookings are dealt with courteously and efficiently.
23. To manage the holiday process for the events department ensuring that these are spread out across the financial year and that all holidays are taken without disruption to the customer.