

# HICKORY

**Job Title:** Freelance Event Manager

**Reports to:** Hospitality Manager

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## **Purpose of the role:**

We are seeking exceptional and highly skilled Freelance Event Managers to oversee the delivery and execution of our events in multiple sites across Scotland. The successful candidate will have at least three years' experience in a management role within the hospitality environment.

As Event Manager you will be responsible for acting as event manager for our events across the country. You will achieve the highest possible standard of customer service during events and be on hand to meet clients prior to the event, working closely with the sales/planning and operations team. Experience of front of house management is essential, along with a strong eye for detail and consistent presentation.

Your performance within the company will be monitored by regular manager audits, meeting agreed event timeframes, achieving excellent guest satisfaction/feedback and employee quality and retention through positive onsite interaction.

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## **Key responsibilities**

- Responsible for delivering an array of different types of event in Venues across Scotland.
- Overseeing and ensuring that the opening and closing procedures are followed at all events.
- Delivering an effective and informative team brief during events and ensuring that this standard is maintained at all events
- Responsible for ensuring all post-event paperwork is completed and returned in time
- Responsible for cash handling and transportation of floats to offsite and onsite events.
- Delivering an effective and informative team brief during events and ensuring that this standard is maintained at all events.
- Working with the planning team pre-event to allow a seamless transition for the clients, in line with the company's customer journey.
- Working with our Operations teams and set-up staff, responsible for ensuring that all venues are set up to the highest of standards prior to each event.

# HICKORY

- Enforcing health and safety requirements during events.
- Adhering to set budgets whilst striving to increase profits through excellent service and effective use of staff time.
- Contributing to the marketing process via regular briefs on social media.
- Ability to motivate and encourage colleagues to provide exceptional service in line with the company's overall vision to our highly valued customer base.

## **Skills and Capabilities**

- Experienced and trained to work within the Catering and Events Industry.
- Authoritative, persuasive with the ability to lead, make clear and effective decisions and be accountable to staff and clients.
- Confident and articulate to act as MC when required.
- Hold a current UK license and have access to own transport.
- Scottish Personal Licence Holder.
- First Aid Trained.
- Well planned with excellent attention to detail.
- Experienced in managing both time and people.
- Possess clear and logical management experience to meet the needs of a fast paced environment.
- Exceptional customer handling skills.
- Committed to delivering a quality customer service.
- Exceptional organisational skills.
- Confident in verbal and written communication.
- Ability to meet deadlines, manage time effectively and drive teams to meet deadlines with accuracy.
- Flexible and adaptable.
- Accountable for personal and departmental performance.
- Responsive to needs of customer and colleagues.
- A team player.
- Ability to acts as an ambassador for the Company.

## **Hours**

- Part-time hours per week to suit the needs of the business, to include evenings and weekends.
- Willingness and flexibility to work outside these hours when necessary to meet the requirements of the job.
- Events are offered via group email to the FEM team via our staffing coordinator. Once accepted, the shift is confirmed and you are then booked in via our event management booking system.

# HICKORY

## Payment

- An hourly payment rate is made by arrears directly into your bank account on the 15<sup>th</sup> of every month for the previous months work, so long as they've been submitted no later than the 6<sup>th</sup> of the invoice submission month.
- Travel expenses are paid to and from our base in Musselburgh if the venue is more than 30 mins travel time outwith the venue. The first and last hour of travel time is not paid in either mileage or time spent travelling to the venue and everything in between is, i.e. from a residence straight to an offsite venue, or from our base of operations to the required offsite venue. If transporting staff Event managers are paid in full for mileage and time at a rate of 35p per mile, and their agreed rate of pay.

## Location:

- Must be willing to work at venues throughout Scotland.
- Eskmills venue, Station road, Musselburgh, is Hickory's base of operations.