

# HICKORY

**Job Title:** Freelance Assistant Event Manager

**Reports to:** Hospitality Manager/Freelance Event Manager

## **Purpose of the Role**

Hickory is a dynamic, exciting, and forwarding-thinking company which delivers outstanding food & drink experiences at incredible venues across Edinburgh and beyond. We are looking for freelance Assistant Event Managers to help us deliver exceptional food and drink experiences.

We are seeking an exceptional and highly skilled Freelance Assistant Event Manager to work with our friendly team, in some of the most spectacular settings in Scotland. The successful candidate will have at least three years' experience in a management role within the hospitality environment, and have a passion for delivering first class events.

As Freelance Assistant Event Manager you will be responsible for overseeing the successful delivery of our event, including client liaison and team management. Customer service is everything in this game. 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 teams for a seamless handover. Experience of front of house management is essential, along with a strong eye for detail and consistent presentation.

You will assist our event managers and act as deputy event manager. You will also oversee smaller events by yourself, acting as the main point of contact for the client. You will be a Hickory brand ambassador, with excellent communication skills, teamwork, initiative and the ability to deliver and motivate your team to deliver outstanding customer service.

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.

## **Key Objectives**

- To be responsible for, and to deliver all allocated events to Hickory's high standards
- To ensure all events are run to the highest standards by being fully prepared when you come on site
- Being responsible for the venue that you are working within and maintain the integrity of the venue
- Completing all paperwork on time and to a high quality
- Cash Handling of floats/cash at all events, including banking, Z readings and reconciliation of all monies.

## **Key Responsibilities**

- Overseeing and ensuring that the opening and closing procedures are followed at all events

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- 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 team, responsible for ensuring that all venues are set up to the highest of standards prior to each event
- Ensuring Hickory's technology is used to full advantage – i.e. Hickory Hub for event reporting, RotaCloud for team timesheets, EPOS Now for cash bar takings etc.
- Enforcing health and safety requirements during events
- Adhering to set budgets whilst striving to increase profits through excellent service and effective use of team time
- 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 the team 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
- 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

- Hours to be agreed per event
- Hours to include evenings and weekends
- Events/schedules will be published on Hickory's scheduling software
- Willingness and flexibility to work additional hours when required

## Pay

- Dependent on experience

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- Payment is made on the weekly payroll

## Location

- Responsible for delivering events across the country