

HICKORY

Job Title: Supervisor

Reports to: Staffing Coordinator / Event Manager / Assistant Event Manager

Do you have the appetite to join a dynamic & collaborative business?

Purpose of the role

Team Leaders support and motivate our teams to deliver outstanding customer service – every time.

We seek passionate individuals who can confidently communicate with clients and team members alike. You will have drive, energy and enthusiasm for ensuring our clients and their guests have an amazing experience.

You will be a Hickory ambassador, representing the brand and delivering outstanding customer service.

We are in the business of creating memories, and you will play a pivotal role in helping us do this.

Key responsibilities

- Assisting with and ensuring opening and closing procedures are followed at all events
- Assisting with training new staff during their trial period
- Giving feedback to Staffing Manager on new hire training
- Maintaining the upkeep and condition of fixed venues
- Assisting with event set-ups
- Assisting with fixed venue open days
- Always execute company standards
- Serve guests and clients throughout events: bar and table service included
- Ability to motivate and encourage colleagues to provide exceptional service to customers
- Reliable availability which meets company demand
- To attend and promote all staff events
- To assist Event Managers during operational procedures
- Promote and encourage the use of our social media platform
- To attend regular team meetings
- Follow and enforce health and safety rules at all times

HICKORY

Skills and Capabilities

- Exceptional customer handling skills
- Committed to delivering a quality customer service
- Exceptional organisational skills
- Effective communication skills
- Strong interpersonal skills
- Ability to meet deadlines, and manage time effectively
- Flexible and adaptable
- Responsive to needs of customer and colleagues
- A team player
- Ability to lead a team

Person Specification

- Well-presented at all times
- Strong and efficient communication skills
- Polite, pleasant and positive
- Mindful of the company's brand and reputation at all times, whether working with internal teams, professional advisors, suppliers or clients
- Discrete, exert sound judgment and preserve confidentiality.
- Ability to acts as an ambassador for the Company
- A FOODIE – passionate about food and beverage

Hours

- You are employed on a 0 hours contract
- Shifts can be booked on Hickory's Deputy scheduling software
- The minimum shift we'll ask you to work is 4 hours

Pay

- £10.50 per hour – Living Wage
- Payments are made weekly in arrears directly into your bank account
- Travel expenses are not paid for the first hour of travel either way. After the first hour you will be paid your normal hourly rate and 35p per mile. If you are asked to transport staff, you will be paid your normal hourly rate and 35p per mile for the whole journey

Location

- Must be willing to work at venues throughout Scotland.