

Job Title: Sales and Event Designer – Hickory

Reports to: Director of Client Services

Permanent position: Full-time

Salary: up to £28,000

Holidays: 28 days plus birthday off

Purpose of the role:

This is an exciting opportunity to join a rapidly growing, privately owned catering, events and venue management company. Hickory is a leading provider of catering and hospitality, delivering exceptional services for prestigious events and unique venues throughout Scotland, exclusively managing Cairns Farm Estate, Oxenfoord Castle, and Eskmills Venue.

Hickory is seeking to recruit a resourceful, motivated and ambitious sales and event designer who will be a senior member of the sales and planning team. The successful candidate will work closely with the Director of Client Services and Director of Business Development to deliver the financial and brand objectives of Hickory. You will be working to deliver an exceptional client experience in all aspects involved in the delivery of weddings and other private and business events at a range of venues around Scotland, responsible for all aspects of the customer journey from the point of enquiry through to the event day. Providing a high quality, bespoke event planning service is essential. Creativity is in our DNA, this role will allow the successful candidate to work on a wide variety of events from weddings to gala dinners to private celebrations, no two days will be the same.

The successful applicant will predominantly be based in our city centre office with a requirement to visit venues, client offices and our head office at Eskmills. You must have at least 3 years' experience in a wedding and events planning role and have a keen eye for detail and up to date knowledge of style and food trends.

Due to the nature of the role, some weekend working will be required plus some weekday evenings.

Key Responsibilities:

- Deliver excellent customer service at all times ensuring the full customer journey is managed to our high Hickory standards.
- Deliver revenue target as agreed.
- Complete costing for each event and develop proposals based on the brief given. Seeking further information where the clients brief is limited.

0131 287 0530 / info@hickoryfood.co.uk / hickoryfood.co.uk

EDINBURGH: 23 Stafford Street, Edinburgh EH3 7BJ

MUSSELBURGH: Stuart House, Station Road, Musselburgh, East Lothian EH21 7PQ

HICKORY OPERATES AS A BRAND OF HICKORY (SCOTLAND) LIMITED. REGISTERED IN SCOTLAND, SC430051.
REGISTERED ADDRESS: STUART HOUSE, STATION ROAD, MUSSELBURGH EH21 7PQ

- Responsible for ensuring all proposals are the most up to date and accurate for venue/market specific formats.
 - Team player who can manage the customer journey seamlessly.
 - Thorough attention to detail and creative planning, ensuring that all events are designed and delivered to the highest standard and exceeding the client's expectation.
 - Plan events as allocated, ensuring all details are captured in the confirmed Event Order and status of each event logged in the team project planners and CRM in a timely manner.
 - Attend a weekly Events Meeting and be prepared to discuss upcoming events in detail with the kitchen, staffing, logistics and delivery teams.
 - Maintain accurate costings for each event during the planning process, ensuring each job is costed to deliver or exceed the set margin.
 - Working alongside the sales team, plan and deliver open weekends, evenings and tasting events and maximize the opportunity to achieve additional revenue.
 - As part of the wider Hickory sales team, conduct an annual review of sector package propositions to ensure they are still relevant to the market segment and meets the margin requirement for the business.
 - Quarterly analysis of competitive set and event trends.
 - Working alongside the Marketing Manager, contribute towards the social media strategy and all collateral is on brand.
 - Provide weekly reporting on sales, margins and delivered events.
 - Be an ambassador for all Hickory brands, ensuring that the company's values are upheld at all times.
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Key Skills/Qualifications/Experience:

- Must be a foodie – passionate and knowledgeable about food (tasting, sampling, sourcing, and selling).
- Must be exceedingly organised and have an extreme attention to detail with accurate spelling and grammar.
- Understanding on the commercial importance of well planned and delivered events.
- Flexible and able to work in non-business hours.
- Take pride in delivering a creative, resourceful, and intuitive planning service to all clients.
- Passionate, and extremely well organised with ability to prioritise and multitask.
- Well-presented and professional.
- Calm under pressure with the ability to make decisions using initiative.
- Committed to excellence in all client management and relationship management.
- Have solid experience in the event catering industry in Scotland and a proven track record for achieving high levels of client satisfaction
- Outstanding IT skills – including Microsoft Excel, Word and PowerPoint and CRM Systems.
- Excellent written and verbal communication skills.

HICKORY

- Be a great team player, good communicator and have a positive attitude to managing challenging situations.