

HICKORY

Job Title: Assistant Event Manager

Reports to: Hospitality Manager/Freelance Event Manager

As an award-winning Scottish business, Hickory has a reputation for delivering bold culinary leading-edge food and drink experiences in beautiful venues, with a focus on innovative and invigorating menus. Founded in 2012, our roots are firmly on Scottish soil. You'll find our teams creating magic at our concept kitchen in East Lothian, or in the thick of it at our Hickory HQ in Edinburgh's West End.

The person we are looking for must have a real passion for food and events. We are a friendly, decent bunch and we respect our people, places and planet. We want someone who has a real drive and enthusiasm for their job, as well as for their colleagues and the company. We always put the customer at the heart of our decisions, and never accept anything less than 5 star standards – that's the Hickory Way.

Role

We are seeking an exceptional and highly skilled Assistant Event Manager 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 Assistant Event Manager you will be responsible for acting as overseeing the successful delivery of our event, including client liaison and team management. 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 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 oversee smaller events by yourself, acting as the main point of contact for the client. You will be a 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.

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Key Deliverables

- To help assist the Event Manager to deliver allocated events, to Hickory's high standards
- Being responsible for the Venue that you are working within and maintain the integrity of the venue, be able to *close down and lock up the venue* to a high standard.
- Completing all necessary 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
- 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
- Ensuring Hickory's technology is used to full advantage – i.e. Hickory Hub for event reporting, Deputy 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 staff 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
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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/host when required
- Hold a current UK license and have access to own transport
- Scottish Personal Licence Holder (preferable)
- First Aid Trained (preferable)
- Well planned with excellent attention to detail
- Possess clear and logical management experience to meet the needs of a fast-paced environment
- Exceptional customer handling skills
- 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
- Ability to acts as an ambassador for the Company

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Hours

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

Pay

- £13+ per hour (dependent on experience)
- Payment is made on the weekly payroll
- 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

- Responsible for delivering events mainly in Edinburgh, but opportunity for further afield.

To apply, email your CV & covering letter to jobs@hickoryfood.co.uk