

HICKORY

Job Title: Sales and Event Coordinator

Reports to: Director of Client Services

Location: Cairns Farm Estate, Kirknewton, West Lothian, EH27 8DH

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.

We're inspired by local, seasonal produce and we have the utmost respect for good, honest ingredients to showcase the best of Scotland's Larder. Working for Hickory you will join an award-winning team passionate about training, learning, and developing our future stars, innovation and leadership from within. Aiming to promote a culture of respect throughout the food, drink and events industry and to improve service standards and product quality for Hickory and its partners at every touch point.

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

Hickory is seeking to recruit a resourceful, motivated, and ambitious sales and event designer who will be a key member of the sales and planning team. The successful candidate will deliver the customer, financial and brand objectives of both Hickory, and Cairns Farm Estate; a phenomenal exclusive use venue in West Lothian.

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 the venue, 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. You will also be accountable for day-to-day account management with the venue owners.

The successful applicant will predominantly be based between Cairns Farm Estate and our offices in Edinburgh and Musselburgh. The applicant must have at least 2 years' experience in a wedding and events planning role and have a keen eye for detail and creative flair.

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

Hickory is a dynamic, exciting, and forward-thinking business delivering leading edge food and drink experiences at incredible venues and locations across the Lothians, Scotland and beyond. You'll be part of an amazing team working for a SME at a time of great expansion, with an amazing bunch of colleagues (well we think so!) with personal and professional development opportunities.

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Key Deliverables

Duties and Responsibilities will include but are not limited to:

- Deliver excellent customer service at all times ensuring the full customer journey is managed in line with Hickory's objectives
- Deliver commercial revenue target as agreed
- Complete financial costing for each event & develop proposals based on the brief given by the salesperson or client. Seeking further information where the clients brief is limited
- Responsible for ensuring all proposals are the most up to date and accurate for venue/market specific formats
- Proposals are thoroughly checked and proofed before sending to clients.
- Thorough attention to detail and creative planning, ensuring that all weddings and events are designed & delivered to the highest standard and therefore exceed the client's expectation
- Plan all weddings and events, ensuring all details are captured in the confirmed Event Order & status of each event logged in the team project planners and CRM/ERP
- Attend a weekly Events Meeting at which all upcoming events are discussed in detail with all departments.
- Maintain accurate costings for each event during the planning process, ensuring each job is costed to deliver or exceed the set margin
- Plan and deliver open days, evenings & tasting events to maximize the opportunity to achieve additional revenue opportunities
- Alongside the Client Services Director/General Manager, 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
- Work collaboratively with the General Manager to ensure a seamless customer journey, with smooth client transition from planning to event delivery
- Working with Marketing team to contribute towards the marketing strategy as well as ensuring all marketing collateral requirements are kept up-to-date and relevant. This will include updates to website and contribution to social media
- Provide weekly reporting on forecasted margin on job v's actual and contribute to the company's reporting system
- Lead on approved supplier strategy and contractors to ensure continuity and best value of deliverables. Be an ambassador for Hickory, and the Cairns Farm Brand, ensuring that the company's values are upheld at all times

The Person

- Must be a foodie – passionate & knowledgeable about food (tasting, sampling, sourcing, and selling)
- Commitment to own personal development, with career aspirations to excel in the role
- Must be uber organised & have an extreme attention to detail with accurate spelling & grammar
- Flexible and able to work in non-business hours
- Have a commitment to delivering a creative, resourceful, and intuitive planning service to all clients
- 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 a wealth of experience in the event catering industry & a proven track record for achieving high levels of client satisfaction
- Outstanding IT skills – including Microsoft Excel, Word and PowerPoint and CRM Systems
- Effective at writing and presenting business letters and reports
- Be a team player, good communicator and have a positive attitude to managing challenging situations
- Hold a current UK driving license and own car, necessary to travel to this venue.

Salary £21,000 -£23,000 dependent on experience. 40 hours per week, permanent contract.

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