

Job Title: Event Supervisor

Reports to: Resource Department, Hospitality Managers & General Managers

The Role

If you love being at events while working in hospitality this could be the role for you!

Supervisors 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.

Key Skills/Qualifications/Experience

- Ensuring opening and closing procedures are followed at all events
- Assisting with training new staff during their trial period
- Giving feedback to Resource Team on new hire training
- Maintaining the upkeep and condition of all venues
- Leading 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
- To attend regular team meetings
- Follow and enforce health and safety rules at all times

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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 judgement 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 or a fixed term contract
- Shifts can be booked on Hickory's scheduling software
- The minimum shift we'll ask you to work is 4 hours

Pay

- £11.50 – Accredited Living Wage + holiday pay
- Payments are made weekly in arrears directly into your bank account
- If you drive and happy to help 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.

Schedule:

- Variable shift lengths
- Weekend availability

HICKORY

About Hickory

We deliver showstopping food and drink experiences in incredible venues, locations and sites across Scotland, developing lasting partnerships.

Our values are embedded in our teams, instilled in our business and vital to our customers. Rooted in respect for our people, the places we work and our planet, we are driven to deliver the very best service we can for our customers.

That's how we operate, but our real motivation for what we do is the food, drink and amazing experiences we create for our customers. Our team are always on the lookout for local, seasonal, produce that inspires them to develop innovative and exciting menus and drinks lists.

Working for Hickory, you will join an award-winning team with a focus on quality in everything we do. We're passionate about training, learning, and developing our future stars, innovation and leadership from within. We aim to promote a culture of respect throughout the food, drink and events industry and to ensure 5* service, and product quality is delivered to our customers at every touch point.

We focus on quality, and we know that to attract a quality team we must look after our own, so we have created an enhanced benefit package that's flexible to suit the needs of our team.

Hickory Company Values

- **Bold** - We make creative choices that inspire innovative opportunities for our clients, our teams and the industry. We own our choices, and they make us stand out from the crowd.
- **Genuine** - We operate with decency, we are true to our word and build authentic relationships and experiences.
- **Respect** - We treat others how we'd like to be treated ourselves. We respect our people, places and planet, and if we say we'll do it, we deliver it, exactly.
- **Partnerships** - We take time to nurture relationships, collaborating in the most creative ways to find effective methods of delivering success.
- **Excellence** - We go the extra mile to deliver on our commitment to quality work. Our training and development is second to none thanks to our all-encompassing quality system.