

JOB DESCRIPTION

Job Title: Event Operations Manager	Accountable to: Event Services Manager	
Contract Length: Permanent	Hours per week/FTE: 35	Weeks per year: 52
Salary: £34,943 - £42,914 per annum	Grade: 4	
College/Service: Building Operations	Location: King's Cross	

Purpose of Role:

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Located in the new development in Kings Cross, Central Saint Martins is a world-renowned facility alive with different ways of thinking, making and doing. An extensive public programme boasts a variety of events with an annual footfall of 80,000 external visitors.

The Platform Bar is a key social centre for the college and a secret treasured find for locals. You will be responsible for managing all of the day to day operations of the bar and driving the business forward, looking for new ways to engage the CSM community. You will have a passion for excellent customer service and as part of your remit be responsible for all front of house staff and the reception team. You will be passionate about people, training and teamwork.

This post will require flexible working including evenings and weekends.

Duties and Responsibilities

Operational management

- To ensure the smooth running of the bar on a day to day basis by managing, developing and training the bar team to deliver the highest standards of customer service, overseeing staff rotas, training and appointing staff as required, and ensuring cover at all times for professional bar and hospitality services.
- To manage stock and cost control effectively including, but not limited to: monitoring; ordering; delivery; storage; security; loss investigation; monthly stock counts and annual stocktakes and management of the cold store.
- To be aware of and adhere to all licensing requirements and legislation.
- To manage all causal FOH, reception, box office and bar staffing
- To manage the theatre foyer and bar space in line with health and safety requirements and to attract and retain a customer base, including, but not limited to:
 - training and induction of bar staff and users in procedures, fire regulations, fire drills and evacuation procedures
 - maintaining the safety of students, staff and the public whilst on the premises
 - ensuring, in collaboration with the Facilities Managers, that the agreed and appropriate security measures are in place
 - ensuring that arrangements for the movement, storage and installation of barrels, kegs and gas canisters are compliant with the relevant legislation and best practice guidelines
 - ensuring that the Bar, Theatre foyer and storage areas and the approaches to and exits from these spaces are kept clear and maintained in good, organised and clean condition
 - organising, assisting with and ensuring the moving of furniture, stock and equipment in compliance with manual handling regulations.
- Deliver all events professionally, safely and with the high quality customer service standards which attract repeat business.
- To keep all appropriate procedures and documentation under ongoing review, updating and recording key decisions and changes in operations and legislation.
- To ensure College internal communication platforms are utilised to communicate information and updates in relation to the Platform Bar and CSM Reception to staff and students.
- To work with the events and programming teams to ensure an appropriate range of events take place in the bar to develop and sustain the customer base particularly in the college vacations.

- To ensure the smooth running of CSM Reception on a day to day basis by managing, developing and training the reception team to deliver the highest standards of customer service, overseeing staff rotas, training and appointing reception staff as required
- To Duty Manage events and the bar as required

Financial management

- To carry out a full range of financial duties and responsibilities including:
 - the preparation and checking of daily financial returns for Bar and box office, investigating variances and shortages
 - analysing sales data in comparison with industry trends and sales history to inform promotional decisions and maximise sales, establishing a virtuous circle of responsiveness
 - preparing weekly banking forms for the College Finance Department
 - identifying best value suppliers of bar stock setting retail sale prices in consultation with the Event Services Manager
 - make best use of reports available through till data (tracking costs as well as sales) and organise staff training on the till as required.
 - the input of financial, statistical and personnel information onto the designated systems
 - ensuring all events where staffing, bar or box office services are provided are efficiently recorded and reported in the format agreed by the College Finance Manager

Other

- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University
- To undertake health and safety duties and responsibilities appropriate to the role
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations

Key Working Relationships: Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

• **Internal**

- **Innovation & Business Commercial & Sponsorship**
- **College Management:** Head of College, Director of College Administration, Deans, Programme Directors, Course Leaders, Head of Technical Resources
- **College Administration:** Finance Manager and finance staff, Head of Infrastructure, Health and Safety Adviser
- **Estates:** Building management staff, facilities assistants
- **Students**
- **Casual events staff**
- **Short Course Team**

• **External**

- **Designated suppliers:** drinks supplier
- **Clients**
- **External producers and event organisers**

Specific Management Responsibilities

Budgets: Bar sales, staffing

Staff: Casual Team, Event Operations Assistant, Reception Team

Other (e.g. accommodation; equipment): Theatre foyer and bar spaces and equipment, Cold Store, 'Pop-up Bars' as required

Person Specification

Specialist Knowledge/ Qualifications	<p>Experience working in hospitality/bar at a supervisory level</p> <p>Personal License holder</p> <p>IOSH or equivalent health and safety experience relating to hospitality</p>
Relevant Experience	<p>Track record of working in a customer facing environment with a good understanding and knowledge of Visitor Experience</p> <p>Track record in bar management and staff supervision</p> <p>Cash handling and financial administration in bar environment</p> <p>Public facing sales and customer service experience in cultural sector</p>
Communication Skills	<p>Communicates effectively orally, in writing and/or using visual media.</p>
Leadership and Management	<p>Motivates and leads a team effectively, setting clear objectives to manage performance</p>
Professional Practice	<p>Contributes to advancing professional practice/research or scholarly activity in own area of specialism</p>
Planning and Managing Resources	<p>Plans, prioritises and organises work to achieve objectives on time</p>
Teamwork	<p>Works collaboratively in a team and where appropriate across or with different professional groups.</p>
Student Experience or Customer Service	<p>Builds and maintains positive relationships with students and customers</p>
Creativity, Innovation and Problem Solving	<p>Uses initiative or creativity to resolve problems</p>