



Job Description – Seasonal Events Operation Manager

Post Details

Job title:	Seasonal Events Operation Manager
Directorate:	Northumberland Estates – Syon Park
Function:	Weddings & Events
Post reports to:	Senior Management Team
Hourly rate:	£24

Our Event season runs from April to mid-October each year and we can hold events every day of the week. You will be responsible for management of the evening events in our Great Conservatory. On most occasions the Events Operation Manager will work closely together in a team: The set-up supervisor would supervise daytime and early evening set-up, before handing over to the Events Operation Manager to manage the rest of the evening.

Purpose of job:

This position ensures the smooth running and successful management of all Syon functions/events, mainly in the Great Conservatory. The Great Conservatory is a Grade 1 listed building, over 200 years old and home to several unique plants. SEOM is the public face of Syon Park to the client, suppliers, members of the public and all other parties. Working closely with the caterer they are responsible for enforcing rules and procedures laid down by Syon Park and taking any necessary operational decisions including reporting or resolving any problems or issues appropriately. This should include deputising for the nominated premises licence holder in respect of statutory requirement regarding alcohol and sound management.

An eye for detail and a proven record in dealing with high end clients is essential. A quick-thinking team player with a flexible approach to an ever-changing environment is ideal.

Key Responsibilities & Accountabilities

Event Management:

- To work to agreed customer service standards
- Ensure staff are properly briefed in advance of the event and manage SIA security and other stewards
- To liaise with catering and other external suppliers in line with agreed service level and performance standards
- Deputise for Event Manager where appropriate at weddings and events
- Monitor and give regular feedback on the performance of the suppliers

Skills & Experience:

- At least 12 months operational experience of managing events in historic/unique venues is desirable but not essential.
- Excellent communicator who enjoys working to and meeting deadlines
- Ability to work independently and take responsibility for actions and work on own initiative
- Demonstrate commitment to providing a high level of customer service
- A good eye for detail with the determination to ensure that all aspects of the event are in place
- Calm, friendly manner and positive attitude
- First Aid training and SIA qualification would be desirable, but not essential
- UK driving licence and own transport preferable

Personal Qualities:

- A confident and mature approach is essential
- Must be self-motivated and able to act on own initiative
- Excellent team working and awareness
- A positive and outgoing personality is essential

- A high standard of personal presentation and excellent telephone manner

Health & Safety:

- Ensure health and safety standards for all events are maintained across all locations
- Ensure activities meet with and integrate with Syon Park requirements for quality management, health and safety, legal stipulations, environmental policies, and general duty of care
- Maintain effective liaison with and take guidance from, Syon Park's Health and Safety and Senior Managers, to ensure adequate protection of personnel, the site and its collection during events

Customer Service:

- To maintain consistently high-quality customer service
- To ensure regular communication with each customer on site, dealing with issues as and when they arise
- Ensure venues and furniture are set-up for each event as agreed being mindful of any conservation rules.
- To liaise and build good working relationships with other Syon staff