



Rothamsted Enterprises

JOB DESCRIPTION

SPECIFIC JOB TITLE	Events Manager
GENERIC ROLE TITLE	OPERATIONS
LEVEL/GRADE	Stage 3
JOB FAMILY	Operations Team
CONTRACT TYPE	Permanent
HOURS	37 hours per week; 5 days of 7, including weekends
REPORTS TO	Operations Manager
DEPARTMENT	Rothamsted Enterprises
LOCATION	Harpenden
DATE	Nov 2024

OVERVIEW OF ROLE/JOB PURPOSE

To manage the delivery of events across the Rothamsted Enterprises portfolio. The Events Manager will oversee the day-to-day event operations and, working closely with the Sales Department and Head Chef, plan for future events. The role will manage a permanent team member, the Events Team Leader, as well as a casual hospitality team.

The role holder is responsible for the successful delivery of a range of events, such as Conferences, Weddings, public events, filming, corporate hire, and private events. They will ensure the smooth and safe running of events while being the main point of contact for clients on their arrival to Rothamsted Enterprises. A successful candidate requires excellent attention to detail, an innovative approach, and a talent for providing exceptional customer service. They must be able to prioritise tasks in a calm and efficient manner and deliver on all aspects of the event brief.

Day-to-day duties include, but are not limited to, client liaison, event management, food and beverage services, hands-on operations, line management and duty management of operating staff.

The role holder will be responsible for the management and coordination of front of house staff, leading and motivating the team, and ensuring staff conduct themselves in a way that reflects our business ethos and high standards. They will deliver staff briefings, manage the staff rota, and delegate responsibility appropriately, whilst also being hands-on.

The role holder manages several budget lines, tracking and forecasting expenditure related to the events and hospitality. They will be able to report on under and overspend using financial reports to determine and explain trends. The role will also contract manage several key suppliers including, but not limited to, laundry, beverage providers, Audio Visual technicians etc.

The post holder will work with the rest of the management team to develop and enhance existing processes, procedures, and food and beverage offer. They will review standard operating procedures (SOPs) and processes to ensure all staff are trained to and able to work at a consistently high level, and that activities are streamlined. They will provide consistent customer feedback.

This role will support the needs of the business and will include weekend, evening, and function work. Hours will be allocated by rota in accordance with the business needs. The role holder is expected to carry out the duties listed below, and any other duties reasonably required by their line manager or needs of the business.

About The Company:

Rothamsted Enterprises Limited (REL) was established in 2015 by its shareholders, Lawes Agricultural Trust, Rothamsted Research and BBSRC. Rothamsted Enterprise is a commercial organisation that generates income which is gifted back to the partners to contribute to the ongoing science and research undertaken by Rothamsted Research.



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REL's Key strategic objectives are:

- To ensure financial sustainability
- To foster relationships on and offsite
- To facilitate opportunities for collaboration and growth and deliver impact
- To align ourselves with Government priorities

Our portfolio includes:

- Office and Lab spaces to rent to start up business
- A modern conference centre
- A campus café
- A Grade 1 listed Manor house

Our team culture is supportive, friendly, honest, hardworking, and ambitious. We have a strong commitment to learning and development, equality, and diversity. Our attractive benefits package includes 25 days annual leave plus bank holidays, an additional leave day for your birthday, and a generous pension scheme with a salary sacrifice option plus a fantastic benefits portal.

An attractive campus close to nature, offering walks and recreational activities - such as tennis courts, and a small gym. The campus offers free parking and excellent transport links.

MAIN DUTIES OF ROLE

Generic Outputs	Weighting	Description of Outputs	Description of Job Specific Duties
Rothamsted Manor	40%	Overseeing event activity at Rothamsted Manor and taking lead on developing a community events programme while expanding our private event offering.	<ul style="list-style-type: none"> • Manage event details of wedding clients. • Oversee the wedding offer, strengthen planning documentation, arrange client meetings, and build a portfolio of trusted wedding suppliers. • Prepare event spaces for private hires, according to customer requirements, documented in the booking system, to a high standard prior to the event start. • Create and deliver a programme of community events, based at the manor, that engages our local community. • Manage the asset register, ensure high standards are maintained and equipment is replaced when it is required. • Assist the Operations Manager in the Manor Development Project. Take lead developing a front of house café operation.
Conference Centre and General Operations	30%	Carrying out a range of tasks necessary to plan and enact a growing event schedule on campus. Operational delivery will be achieved effectively to a high standard, efficiently, safely, and in a fiscally responsible manner.	<ul style="list-style-type: none"> • Prepare meeting rooms and catering spaces, according to customer requirements, documented in the booking system, to a high standard. • Manage several income and expenditure budget lines, reporting on underspends, overspends and financial trends. • Contribute to the yearly budgets based on short, medium, and long term investment in event equipment. • Approve the purchase of materials and equipment and oversee the procurement process. • Manage monthly stock inventories of wet stock and consumables. • Audit event and catering equipment, and ensuring sufficient equipment is ordered or maintained. • Support improvements of operational management systems, processes, and best practices within hospitality and events.



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			<ul style="list-style-type: none"> Operate a safe working environment, ensure that the organization's processes remain legally compliant and safe for clients and staff. Follow and update operating procedures and ensure staff are effectively trained. Manage difficult customers to ensure the best outcomes are always achieved. Manage the balance between customer satisfaction and effective business management, deal with last minute changes and solve problems as they arise in a calm manner. Upsell additional services to clients both on the day of and leadup to an event. Maintain a good understanding of Customer Relationship Management and Event Management systems used within the business.
Leadership and Team Management	15%	<p>Be the leading figure in event operations across the business.</p> <p>Directly line manage one permanent team member and recruit and train a team of casual hospitality team members to delivery a high standard during events.</p>	<ul style="list-style-type: none"> Lead on event operations across all venues. Directly line manage the Events Team Leader position. Line manage the casual team of events staff, and recruit to ensure consistent staffing levels. Set and monitor team KPIs. Establish and maintain effective working relationship with colleagues, department managers, staff, and clients. To be responsible for the training of all Events staff Communicate effectively to ensure all departments, employees, and clients. Be an active part of the Operational Management Team.
Working with others	10%	<p>Work with internal and external stakeholder to deliver an effective service</p>	<ul style="list-style-type: none"> Liaise with colleagues in the Sales Department to ensure event details are understood by the operational team, manage expectation on event delivery. Liaise with the Chef team to ensure an effective service. Liaise with Facilities and Compliance Supervisor departments to maintain the conference buildings and equipment – IT, Facilities etc. and quickly action any maintenance issues. Gather, share, and discuss feedback with relevant team members to continually improve the event operation. Maintain effective relationships with key suppliers ensuring they are delivery the expected service. Where necessary seek new supplier and/or partnership to improve the quality of our events. Ensure events operate within licence requirement, apply for Temporary Event Notice (TENs) when required. Act as a responsible person on relevant licences (DPS, Ceremony Licence). Update event specific licences where required.
Continuing Professional Development	5%	<p>Identification of individual development needs and acquisition of</p>	<ul style="list-style-type: none"> Seek opportunities for self-development in normal day-to-day work as well as through agreed development objectives. To provide opportunities for personal growth by



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		professional and practical skills	<p>continuing to find innovative ways to expand the business.</p> <ul style="list-style-type: none">• Utilise business partnerships or personal experiences to review and check up to date with industry trends.• To understand the Company values and to support the company vision and aims by embracing opportunities to learn and collaborate with our partners, investors, and other stakeholders.
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PERSON SPECIFICATION AND SHORTLISTING CRITERIA *				
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REPORTS TO		Operations Manager		
DEPARTMENT		Rothamsted Enterprises		
LOCATION		Harpenden		
EDUCATION/QUALIFICATIONS		Essential	Desirable	How Tested? **
1.	Five GCSEs (including maths and English) or NVQ1/2 or City & Guilds or equivalent, with some relevant work experience	*		AF/Cert
2.	Experience or a qualification in food hygiene		*	AF/Cert
3.	Hospitality related qualification		*	AF/Cert
4.	Personal Licence Holder	*		AF/Cert
EXPERIENCE/KNOWLEDGE/SKILLS		Essential	Desirable	How Tested? **
1.	Minimum of 5 years' experience of working in the event industry including weddings and/or silver service	*		AF/IV
2.	Previous bar experience with knowledge of alcoholic/non-alcoholic beverages		*	AF/IV
3.	Good knowledge of MS office, and experience in CRM or similar online systems	*		AF/IV
4.	Experience in managing teams in an events or hospitality environment	*		AF/IV
5.	Flexible approach to work and ability to prioritise	*		AF/IV
6.	Calm under pressure	*		AF/IV
7.	Good teamwork skills	*		AF/IV
8.	Proven experience of managing safe operations with knowledge of relevant health and safety policies and procedures	*		
BEHAVIOURS/COMPETENCIES				How Tested? **
1.	Drive for Quality: Is motivated and committed to doing their job to the best of their ability			IV
2.	Strategic Thinking: Aligns actions with wider goals and models			IV
3.	Creativity and Innovation: Accepts and adapts to change; makes connections and encourages a creative environment			IV
4.	Developing Self and Others: Identifies learning and development needs			IV



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5.	Professional Conduct: Demonstrates honesty and respect			IV
6.	Productive Relationships: Cooperates with and supports colleagues			IV
7.	Effective Communication: Listens and communicates clearly to others			IV
GENUINE OCCUPATIONAL REQUIREMENTS		Essential	Desirable	How Tested?***
1.	A full and valid driving licence (may be required for some but not all jobs)	*		AF/IV
2.	Ability to work 5 days over 7 which occasionally includes weekends, bank holidays and evenings.	*		

* Minimum requirements of the post and how they will be assessed

** Evidence of criteria will be established from: **A** (application), **IV** (interview), **Test** (skills test/prepared question/presentation), **Cert** (certificated checked by interview panel)