

Title: Haveli Manager

Purpose of Job

The Haveli Manager is responsible for the professional delivery of all events at the Sri Krishna Haveli.

The post-holder reports to the Managing Director and will lead all events at Bhaktivedanta Manor and ensure they are delivered to a high standard in conjunction with any external contractors and in-house teams and departments.

The post-holder will be confident, have strong business acumen and the ability to work well under pressure. They will have the talent to build, develop and motivate individuals to deliver excellent levels of customer care. 5 years experience within a supervisory role within a busy hospitality environment is preferred.

A flexible and friendly approach to work is required and the ability to work as an integral part of a small team is essential.

Key Result Areas

Operations

- Ensure all rooms and events areas are set up correctly for guests to ensure they receive an excellent experience.
- Responsible for the smooth running of Sri Krishna Haveli events operations.
- Manage event schedules to ensure they run to plan and including the catering requirements
- Ensure all working areas are kept clean and tidy.
- Write and embed key operational haveli policies.
- Work with wider stakeholders to ensure key policies are written and adhered to e.g. Health and Safety
- Manage all external service providers which are likely to include security services, reception services, cleaning services etc

Communications

- Discuss the requirements of each event and ensure all details are met.
- Ensure client requests are met within their event.
- Liaise with all departments at Bhaktivedanta Manor (Weddings, IES, COVs, School, Nursery, etc) and external contractors from enquiry to delivery.
- Answer and solve guest requests and aim to fulfil any special requirements during the event.
- Identify any issues within the department and work across the team to ensure the highest customer service at all times.
- Manage departmental requirements and maintaining records of this.
- Developing client relationships

- Ongoing management of and coordination with third party clients and contacts to ensure success of projects
- Ensure financial reporting is accurate, timely and clearly communicated to senior management.
- Leading the external and internal marketing efforts to drive sustainable and suitable usage of the Haveli

Staff Management

- Coaching, training and supporting all Haveli Reception / Cleaning / Security Staff, staff to provide consistently high standards, while working to deliver continuous improvement.
- Establish standardised event procedures and train staff to properly execute them
- To adhere to policies and procedures to meet legal and moral obligations

Innovation

- Drive high levels of utilisation of Sri Krishna Haveli, in line with the key commercial viability principle
- Implement innovative uses for the Sri Krishna Haveli to promote the reputation of Bhaktivedanta Manor across communities
- Connect with similar event spaces in the area to get deeper insights into the logistics of operating the Sri Krishna Haveli
- Track event key performance areas and identify items to work on for future events
- Create and distribute event listing pages on social media websites and other platforms

Spiritual Alignments

- Be conscious of the temple ethos and ensure all events adhere to these principles
- To set the temple's behavioural expectations to the client

Skills:

- 5 years' event management experience
- Excellent time management
- Ability to communicate & build relationships with clients and in-house departments
- Experience of supervising others' work including performance management
- Experience of delivering events or learning experiences online is highly desirable

- Provide a positive, motivating example for others
- Highly literate with good English grammar
- Self-motivated and able to operate with minimal supervision
- Analytics and computer skills in MS Excel, Word, PowerPoint
- Creative approach to work, with the ability to develop innovative solutions and use initiative in problem solving

The job description is a broad picture of the post at the date of preparation.

It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the post holder will be required to carry out other duties to the equivalent level that is necessary to fulfil the purpose of the post.

An application will be required to be filled in when you email for more information

Closing date for applicants 8/9/19

Job Type: Full-time

Remuneration: Competitive