

Title: Haveli Managed Service

Purpose of Managed Service

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

The service provider will report 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 service provider will bring a track record of expertise and innovation to delivery. Members of the service provider must deliver excellent levels of customer care with a strong track record in this space.

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 and users 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 in line with best practice.
- Work with wider stakeholders to ensure key policies are written and adhered to e.g. Health and Safety
- Manage all additional 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

- Provide coaching and training to 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 devotional and commercial viability principles
- 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

Experience and key competencies:

- Excellent event delivery and management experience
- Ability to communicate & build relationships with clients

It is not an exhaustive list of all possible services and evolve over time. Consequently, this is not a contractual document and the service provider will be required to carry out other duties to the equivalent level that is necessary to fulfil the purpose of the service.