**Job Title** Events Supervisor

**Department** Hospitality

**Reports to** Hospitality Manager

# Primary Objectives

* To deliver the OCT’s mission: ‘Connecting Us To Our Ocean’ by assisting the Hospitality Manager to maximise the income generating potential of the Hospitality department by providing a top class functions and events service.
* Lead and deliver all out of hours functions and events as the primary contact and inspire staff to excel in customer care to deliver the ultimate experience to our customers.
* To adhere to the Core Values of the OCT: Positivity, Respect, Integrity, Diversity and Engagement

**Functions & Events Duties**

* Take responsibility to ensure event specific preparation, set up, breakdown and reset of the Aquarium spaces in a timely manner ensuring minimal overlap with Aquarium core visitors and ensuring the areas are left safe and suitable for the public use.
* As the out of hours Duty Manager be responsible for the National Marine Aquarium building for the duration of the event, ensuring the safety and security of the buildings’ facility, assets, staff, and guests are in line with out of hours policies and procedures.
* Be the primary point of contact during the function/event, ensuring the smooth, efficient delivery and overall experience and take the lead in dealing with ad-hoc queries and using your initiative to overcome challenges that arise.
* Through example, lead the functions and events team to excel in the delivery of hospitality specific tasks, by caring for and delivering excellent and engaging experiences which contribute to the successful delivery and reputation of our functions and events programme.
* Ensure that all functions and events staff are fully conversant with all procedures/systems necessary to carry out their duties and assist the Hospitality Manager with the delivery of in-house and on-the-job training, team development and succession planning.
* Meet regularly with the Hospitality Manager and Functions & Events Administrator to plan and prepare the requirements of each event and feedback observations and any development opportunities after each event.
* Work with the Hospitality Manager to ensure there is suitable and adequate staffing levels for each event that that staffing requirements fall within expected budget expectations.
* Oversee regular stock checks, reporting discrepancies to the Hospitality Manager to ensure suitable holding for upcoming events.
* As required in advance of events, prepare orders for delivery, receive in and store goods and equipment, ensuring storerooms are well maintained and left secure.

**General**

* Undertake cash handling duties and take responsibility for cashing up and securing takings for each event, reporting any discrepancies to the Hospitality Manager.
* Use your own initiative during quieter periods to fully apply your attention to your duties ensuring that you are productive and occupied.
* Undertake training as deemed appropriate to your role.
* At all times to behave in a safe and responsible manner in accordance with company Health & Safety policy and the requirements of Health & Safety legislation relating to your responsibilities and to promote and act in the employers best interest.
* Adopt a flexible approach to working hours to ensure the viability of National Marine Aquarium operations (including out of hours, weekends and shift-working).
* To carry out other activities as appropriate on the instruction of the Hospitality Manager and Senior Management Team.