

Wedding and Events Operations Manager

The Wellbeing Farm specialises in providing fun, unique and sustainable weddings and events. We have big ambitions with an already jam-packed calendar, we need support to realise our dreams. We need a truly spectacular person to join our friendly team and help us through their personality, expertise and experience in staff management and delivery of a wide range of functions and weddings, to put The Wellbeing Farm on the map.

You can't fake personality, passion or purpose so we need someone smart and switched on. Someone who knows that customer service and experience is the drive of all successful businesses. If you have an absolute enthusiasm for hospitality with drive and ambition to deliver only the best results, a keen eye for detail and experience of supervising a team, then we may be the place for you!

You will work alongside the Managing Director and Sales and Marketing Manager to ensure the successful delivery of all events at the farm. In addition, you will provide managerial support to the kitchen, bar, health and safety, HR and troubleshooting.

This is a hands-on operational role where you will have responsibility for managing a catering team to deliver exceptional levels of service in a busy environment. If you have experience and skills in all elements of delivering functions (especially weddings and large corporate events), then you'll love this role.

Application process:

We work alongside strong family values – if you think your values would fit with ours – we'd like to meet with you.

Please send us a cv and cover letter to recruitment@thewellbeingfarm.co.uk telling us why you are passionate about working at The Wellbeing Farm and why you feel The Wellbeing Farm would be the right employer for you based on our values. Please also include your full career history, current salary and notice period.

Information visits and meetings encouraged

Close of application: Monday 26 April 2021

Shortlisting: Wednesday 28th April 2021

Video interviews: Tuesday 4th May 2021

Physical interview: Wednesday 12th May 2021

Ideal Start date: Mid- June 2021 (flexible)

Responsibilities – Weddings & Events Operations Manager

Delivery of Functions:

- Working with the Chef, you will be responsible and accountable for the delivery of all weddings, functions and events. This will include:
 - Coordination of staff rotas and staff holidays;
 - Maintaining menu and food offer to respond to bookings and events;
 - To forward plan for all functions and events including liaison with suppliers to order stock;
 - To meet the organiser of the event during the final planning stages;
 - To manage with a team, the setup, running and close down of all functions.
 - Deliver an exceptional customer experience whilst meeting agreed business revenue targets, including upsells and ways to maximise margin and profitability on each event

Day to day management of the venue:

- Day to day management of the venue and service operations;

- Managing the good order and cleanliness of the venue, grounds and accommodation;
- Venue legal compliance;
- Key holder responsibilities especially locking up the venue at night;
- Financial performance in line with agreed budget;
- To ensure regular stocktakes are conducted and to control stock and wastage;
- To work with the Sales and Marketing Manager and Chef to design unique packages, special offers and late availability offers aimed at selling corporate events, parties and weddings.
- To work with the Sales and Marketing Manager to support the sales of corporate events when required.

Health and Safety:

- To be aware of all procedures including health and safety and food hygiene / kitchen hygiene regulations including HACCP food handling. Ensuring a high level of health and safety, cleanliness and food hygiene at the farm and that safe working practices are followed. This will include monitoring with the Managing Director and Head Chef the following areas:
 - Fire alarm testing and overseeing the fire risk assessment processes;
 - Maintaining a risk assessment log;
 - Supervising the cleaning of the premises and maintaining appropriate records;
 - Ensuring maintenance of the premises (internally and externally) and equipment is undertaken in a timely manner;
 - Compliance with licencing laws and regulations;
 - Responsible for security at events including management of tills;
 - Working with the Chef to ensure that all work areas are clean throughout the day and meet health and safety and environmental health requirements;
 - Making sure all inside and outside areas of the farm are kept spotless and tidy;
 - Monitoring our adherence to sustainability and waste minimisation including ensuring strict adherence to environmental policies including composting and recycling where appropriate and maintaining our Gold accreditation;
 - Liaising with the Kitchen Manager to ensure food hygiene and HACCP records are maintained.

Staff management:

- Front of house staff recruitment, development and performance;
- We need you to create a cohesive team spirit through leading by example. We want everyone to show the same level of care for our team as our guests – supporting each other to be the best we can be and to do the best job we can;
- To undertake staff performance appraisals and to be responsible for the content on the staff website;
- To participate in management meetings as required;
- To be responsible for staff and team wellbeing;
- Liaising with the team to capture the photos and details of the weddings so we can post on social media

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

Hours of Work: Full time– flexible as to the needs of the business. Will involve weekend and evening working

The Person Specification – ESSENTIAL SKILLS AND EXPERIENCE:

- A minimum of 2-years management experience at a similar level within a similar operation and will have a good working knowledge of setting up, running weddings, parties, conferences etc. and close down procedures.
- Experience and exposure to high profile events.

- Extensive food and wine knowledge
- Maths and English qualifications and ideally a hospitality qualification
- Motivated, highly focused with excellent communication skills – you will be all about having a positive impact on the people you interact with, going beyond what our guests expect of us and making their experience a special and memorable one.
- Ability to maintain a professional attitude, even under stress
- Professional in appearance and presentation
- Constant strive for perfection and attention to detail – you need to want to achieve great things – your interest in us suggests you have the ambition, drive and determination to meet challenges head on and to be the best!
- Strong interpersonal skills with a friendly and warm personality.
- We want people who will respect and protect the magical place we work in – it's up to all of us to look after the environment and never take it for granted.
- You will be physically able to carry out the role as there can be heavy lifting and moving of equipment involved in organising some events.
- A can-do attitude; this could be pinning buttonholes onto suits, feeding the Llamas, mopping the floors or shovelling snow!
- Clean driving licence and car owner essential

Are we right for you?

While we don't have a typical employee, there are some specific qualities and traits that we look for – enthusiasm and a genuine passion for hospitality goes without saying! We have pulled these qualities into a set of company values which we will recruit to:

TEAM WELLBEING VALUES

THE 5 P'S

- **PROFESSIONAL**
 - We are fun but professional when we have to be
 - We stay calm under pressure

- **PERFECTIONIST**
 - We finish the job
 - We ask for help when needed
 - We keep the farm tidy
 - We use our initiative and common sense to ensure we complete the necessary tasks

- **PERFORMANCE**
 - We are a terrific company to work for and we all work toward business growth
 - We believe in helping each member of our team to be awesome and we love creative, innovative team members
 - We only hire people who are committed to doing something exceptional and are competitive

- **POSITIVE**
 - We are open, honest, truthful with integrity
 - We show respect for colleagues and the business

- **PASSIONATE**
 - We have a can-do attitude – We embrace change and opportunities
 - We have a good sense of humour
 - We look after your health, wellbeing and safety
 - We embrace sustainable practices

THESE VALUES UNDERPIN OUR BUSINESS AND TEAM CULTURE AND WE RECRUIT TO THESE VALUES AND MEASURE YOUR PERFORMANCE AGAINST THESE VALUES



... and now for the good stuff!

We are passionate about our staff and their development. We work hard to ensure you enjoy your job and in addition to excellent training, learning and development opportunities, we offer:

- Competitive starting salary (circa £28,000)
- Profit incentive scheme for exceeding targets
- Tips
- Flexible hours – expectation would be to work the events calendar including weekends and evenings
- 28 days annual leave (including bank holidays)
- Opportunity for hybrid working
- Further professional training and development offered
- Meals during functions and events
- Uniform
- Free car parking
- Pension (after qualifying period)
- Working in a friendly environment which encourages work-life balance
- Celebratory 'Birthday Box' on your birthday
- But mostly, we offer the chance to join our journey and to become a part of our incredible team including the opportunity to mingle with Llamas!

As The Wellbeing Farm is a small business, all employees must be flexible with their duties; from time to time you will be asked to participate in tasks that are not in your job description. This can include cleaning etc.

This job description will be subject to periodic review and amendment in accordance with the needs of the organisation.

All employment will be subject to a three-month probationary period.

Health, Safety and Security:

- It is the responsibility of each employee to familiarise themselves and comply with the Company's procedures and systems on health and safety and licensing regulations including Covid-19 related rules.
- While the Company will take all reasonable steps to ensure the health and safety of its employees, health and safety at work is also the responsibility of the employees themselves. It is the duty of each employee to take reasonable care of their own and other people's health, safety and welfare and to report any situation which may pose a serious or imminent threat to the wellbeing of themselves or of any other person. This includes the wearing of personal protective equipment provided or required, temperature screenings, social distancing, sanitisation and cleaning procedures.

Training:

- Managers are required to take responsibility for their own and their staff's development.
- All employees have a duty to attend an induction and all mandatory training sessions as required by the organisation.
- You will be expected to undertake CRB clearance as part of undertaking this role at the farm.