



Job Description

Job Title: Assistant Events Manager	Salary: £26,500 pro rata 24 hrs over 3 shifts
Department: Events	Reporting to: Events Manager

About the role:

The Clandeboyne Lodge is one of Northern Ireland's top events and wedding venues, hosting in excess of 300 events per year, from weddings to gala and awards dinners attended by 300 guests. Your main duties involve leading the events team to ensure exceptional standards of service, delivered by a helpful, courteous team.

This role is part-time (24 hours over 3 shifts).

Job description:

Your main duties and responsibilities include, but are not limited to:

- Directing, supervising and assisting with the day-to-day events operations, in line with Banquet event orders
- Delivering the highest level of guest satisfaction by providing a warm welcome, a friendly atmosphere and efficient service, delivered by a helpful and courteous team
- Controlling the quality of all products and services, operating and staff costs, cleanliness and maintenance within the department
- Liaising with relevant departments, such as Kitchen and Events sales team, to ensure the effective and efficient running of all events
- To deal with all customer complaints, queries and suggestions in the absence of your line manager
- To promote new ideas for business and product development
- Compliance with health & safety and food safety regulations, and cleanliness & hygiene standards
- Assist with departmental inductions, on the job and departmental training
- Carrying out any other related duties within the hotel

Essential requirements:

You must:

- Have at least 2 years' experience in a junior F & B management role, preferably (but not a precondition) with an events background
- Be motivated to go the extra mile in service delivery
- Demonstrate your ability to lead, motivate and inspire
- Have good organisational skills and be able to work well under pressure
- Be empathetic when interacting with guests and colleagues
- Have experience in working with POS and completing end of shift reconciliations
- Have good working knowledge of Microsoft 365 Word and Excel
- Be able to work shift patterns and be available to work day-time, evenings and weekends

Continued

Your rewards:

In addition to your basic pay, we schedule reasonable hours, offer flexibility wherever we can, free staff meals on shifts, free uniforms and a contribution to taxi fares if you do not have your own transport.

If you want to treat your friends and family, we'll give you 50% off food, special family and friends rates for overnight stays and reduced green fees at Blackwood Golf.

And to make your money go further, our employee benefits package includes free membership with www.perkbox.com for loads of discounts and benefits, including on shopping, cinema tickets, travel, eating out and health.

Support for your life inside and outside work:

To provide you with peace of mind, every employee benefits from our employee support scheme with www.hospitalityaction.org.uk to give you, and your immediate family members, free access to legal advice, financial support and counselling. We are proud to be an employer who is positive about supporting people's mental health.

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