



# Zion Events Manager Job Description

**Reports to:** Programme Coordinator

**Responsible for:** Bar Coordinators and Bar Assistants

## Job purpose

- Manage and ensure the smooth running of evening and weekend events.
- Ensure the safe purchasing and sale of alcohol at Zion
- Create a safe space for community members to meet and thrive.
- Work closely with the Programme Co-ordinator, Centre Manager, Cafe Team and Bar Team for smooth running of events to optimise profit whilst remaining consistent with the community focus.
- Deliver excellent customer service in order to maintain and improve the overall customer experience.
- Have a positive attitude which resonates throughout the team.

## Main duties and responsibilities

### Management

- Personal Alcohol Licence holder and Designated Premises supervisor for Zion, ensuring the safe purchasing and sale of alcohol at Zion.
- Overseeing finances and budgets for alcohol purchasing and bar staff costs.
- Alcohol stockchecks, ordering and management.
- Coordinating with the Cafe and Kitchen Manager on other stock that may be needed for events.
- Line managing all bar staff, event rotas, timesheets, hiring and training new bar staff as needed.
- Working closely with the Programme Coordinator on upcoming events, feedback for improvement and discussing feasible options for future events.
- Following and improving processes such as event handover, and opening and closing checklists.
- Keyholder and guardian of the building in order to open and close up when needed.

### Event management

- Manage the operation of events and the bar including event set up, artist

and guest liaison, and on the day Wedding Coordinator

- Ensuring health and safety requirements are met for all events and activities including risk assessments and risk management for staff and customers.
- Gathering feedback from events to support ongoing improvement.
- Supporting the Programme Coordinator with marketing through photography and social media.

## Event operations

- Dealing with customer queries, requests and any issues that may arise.
- Bar work including serving drinks, clearing tables and tidying of the bar area.
- General cleaning, tidying and washing up (around the cafe/bar, kitchen, tables, floors and toilets).
- Event coordination such as set up, pack down of events, guest liaison and customer care.
- Cashing up with cash and card takings.
- Ensure the building is used in a respectful manner and users of building/neighbours are considered in line with licensing requirements.
- Oversee management of finances for shifts including float and till.
- Liaise with the Programme Co-Ordinator to ensure smooth handover for events.
- Undertake any other reasonable task e.g. overseeing caterers, replenishing and errands to maintain the bar operation

## Standards

- Demonstrate the values of Zion at all times, and to cross-promote our other services and events.
- Maintain and adhere to all health and safety, alcohol licensing, first aid, risk assessments and fire guidelines, required training and reporting any incidents including safeguarding issues.
- Work within the policies and procedures to ensure exceptional standards of health and safety, cleanliness, quality and availability of food and drink, and record keeping.
- Complete relevant paperwork including staff rotas, stock sheets, opening/closing checklists and event sheets. Passing on all relevant information to the Programme Co-Ordinator.

## Customer service

- Provide excellent customer service and have a caring attitude towards customers so that they feel valued and welcome creating an inviting atmosphere for customers.
- Build relationships with customers and ensure that they receive a consistently high standard of customer service.

## General

- Lead by example and encourage and motivate the team.
- Be punctual, polite, approachable and helpful.
- Show enthusiasm and promote positivity.
- Be flexible to support the needs of the business.
- Undertake relevant training when necessary.

## Expected outcomes

- Smooth running of events and bookings that optimise profit whilst remaining consistent with the community focus.
- Secure management of the building during required shifts.
- A welcome safe space for visitors to the venue.
- Effective management of the team.
- Clean and efficient workplace.
- High health and safety and hygiene standards.

It is in the nature of the work at Zion Community Space that tasks and responsibilities are in many circumstances unpredictable and varied, therefore, this job description is not an exhaustive list of duties and responsibilities but is intended to reflect a range of duties the post-holder will perform in line with the remuneration. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.