

JOB DESCRIPTION

Post: Event Manager

Department: Tate Eats

Salary: £45,000 per annum

Reporting to: Head of Events

The Company: *Tate Eats is unique in the cultural world, a hospitality business whose purpose supports the vision and reach of Tate in all four of its galleries. All our profits are returned to Tate championing the right to the richness of art for everyone.*

Our business is multi-faceted, we run restaurants, cafés and bars while delivering a vast range of events from film premieres to boardroom lunches. We are though much more than that, we have a pioneering roastery setting the agenda on gender equality in the coffee supply chain. We brew beer, we blend gin, we create teas, we have a multi award-winning wine programme, we visit farms, we research and write menus in response to Tate's diverse programme, and we collaborate with artists and curators.

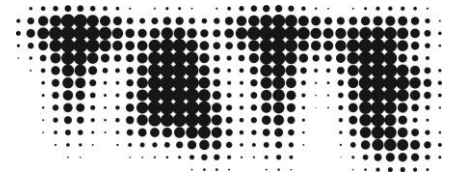
The Department: *Tate Events is an end-to-end events business from venue hire through to production, food and beverage, while also managing Tate's Corporate Membership scheme. It works with a wide variety of clients from internal Tate ones to external customers who are Tate's corporate partners and members, external businesses and private individuals.*



The Disability Confident Scheme

Tate is committed to the employment, retention, training and career development of disabled people. In recognition of our commitment, Tate has been awarded the Disability Confident Scheme Symbol.

About the role: Maximise income potential from all Tate sites and resources. Work closely with Tate Hospitality, external suppliers, and the Gallery to deliver high quality events with enhancing Tate's reputation as a go to event venue.



Main Duties and responsibilities:

Operations

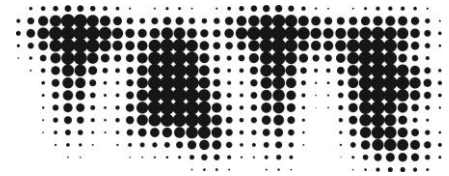
- Be responsible for the coordination and execution of all commercial events bookings, working with individuals from our many client groups and suppliers.
- Have a detailed understanding of Tate's programme, to be able to operationally support clients and sales with event proposals and logistics.
- Support the client with production and suppliers, guiding them to run their event with best practice in mind.
- Lead group site visits, organise and lead on planning meetings, bringing the Hospitality team and accredited partners together as necessary. When appropriate suggest the most suitable external partner for an event.
- Work live events, working as client liaison, managing suppliers, Health and Safety, internal departments, and working alongside the Hospitality team.
- Deliver corporate members' cultivation events in collaboration with Business Development and Hospitality.
- Be responsible for the Health & Safety and Fire Training for the department, attending all necessary meetings to ensure that the department is compliant to Tate's standards.
- Complete all end-to-end administration as required for your events.

Sales and Relationships

- Support the sales team, converting incoming event enquiries as needed.
- Support as necessary in the development of event proposals to include venue, production and event catering.
- Steward all corporate members and partners that are allocated to you, bring there main contact for all event enquires.
- Build and sustain relationships with clients, Corporate Members and Partners through the event planning process, working closely with the Corporate Partnerships team.
- Follow up with clients post event and, when appropriate, provide detailed debriefs outlining any key learnings.
- Attend internal and external networking events and be available to support sales as needed.

Systems and Processes

- Maintain and update all event management systems and relevant client databases.
- Ensure financial data related to venue hire is accurate and well-managed including the inputting of data and the raising of invoices when required.
- Ensure that all hires are correctly booked into our room booking systems, and GDPR requirements.
- Manage the process of producing commission invoices to third-party suppliers.
- Book relevant resources for events.
- Organise any additional services (ie security, cleaning, facilities) required for the event, manage fees and charges accordingly.



- Lead on Event Health and Safety, completing and reviewing risk assessments. Complying with Gallery Health and Safety policies and procedures.
- Distribute event memos to appropriate internal stakeholders, managing the internal response and dealing with queries.
- Collate all relevant information for the invoice process, working with Hospitality to finalise invoices and send to the client.

General

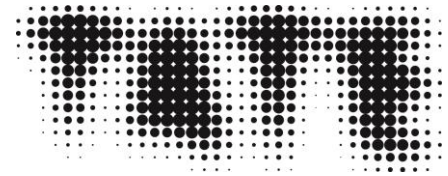
- Work on projects as and when requested by the team leadership team.
- Actively participate in the development of marketing collateral including, but not limited to photography, newsletters, print, and website.
- Work with the Hospitality and Sales teams to ensure an event review process is in place, identifying learnings, reviewing profit, and adjusting as necessary.
- Regularly gather market intelligence including benchmarking and competitor analysis, using the information to shape Tate Events and membership sales strategy and offer.
- Working with Tate Eats to support and sell, where appropriate, private dining in Members' Rooms and Restaurants.
- Support Member Benefits by organising art expert guides, Corporate Supporter Private Views and other events as needed.

The New EU regulations on Food Allergens means that Tate Eats has a legal responsibility to provide the correct allergen information within the ingredients that is in the food we make for Tate customers. You are required by law to be aware of all the daily allergen information, given to your Manager by the Senior Head Chef and Supervising Chef and communicate this to customers, upon request.

Tate is proud of its commitment to diversity and inclusion which is set out in our Tate for All strategy. This strategy aims to improve diversity and inclusion at Tate through a process of organisational change and to make diversity and inclusion part of everything we do. Tate therefore expects all of its employees to actively contribute to promote diversity and inclusion as part of their role.

Experience, skills and competencies:

- Experience in event management in a similar sector, field, or venue.
- Proven experience of managing corporate events and corporate membership
- Experience of managing Health and Safety in an Events setting.
- A strong financial grounding with experience in planning commercial events and maximising profitability.
- Proven experience of delivering financial targets.
- Confident public speaker, comfortable communicating with key decision makers and high-profile clients.
- Ability to effectively network with existing and potential clients.
- An ability to think strategically and be unafraid to challenge the status quo.



- Passionate about food, beverage and events.
- Excellent time management skills, ability to multi-task and prioritise a complex workload, and maintain a high degree of focus whilst working under pressure.
- A positive role model and team member conveying a professional attitude and appearance at all times.
- Excellent organisational and project management skills, with the ability to juggle a wide range of competing demands and deliver to deadlines.
- Experience in liaison with clients both private and corporate, managing their expectations.
- Ability to work flexibly and successfully across teams and hierarchies and build relationships at all levels including excellent interpersonal skills and evidence of ability to influence decision-making.
- Excellent customer service skills, demonstrating actively listening, problem-solving and adaptability.
- Excellent communication skills, demonstrating the ability to communicate effectively and positively with all colleagues and with a diverse customer base.
- Demonstrate ability to adopt new working practices, creating solutions to improve systems and procedures.
- Computer literacy – ability to use Microsoft Word, Excel, and Outlook, with an understanding of databases and their usage.
- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect.
- Has an interest in the aims, services and products of Tate Eats and is passionate about their own contribution to Tate.

