



JOB DESCRIPTION

Post: Event Operations Assistant Manager

Department: Tate Catering, Tate Entertaining

Reporting to: Head of Event Operations

Responsible for: Events Assistants and Supervisors

The Company: *Tate Catering is a wholly owned subsidiary of Tate. Our activities vary from providing a restorative cup of tea to a weary visitor, right the way through to catering for special events being held by Tate's corporate sponsors.*

Our aim is to be the market-leading caterer within the arts and to consistently provide outstanding food, drink and service at the four Tate sites and the other sites within our business.

Tate Entertaining, is Tate's own event caterer. The team works with a wide variety of clients from internal Tate customers (such as Education, Development and External Relations) to external customers who are sponsors, corporate members or corporate hospitality clients. The team is responsible for event catering including refreshments for meetings, lunches, dinners and receptions – events may be formal or informal and numbers of guests range from 12 to 2000 people.



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 Symbol.

Purpose of the Job: The Operations Assistant Manager is responsible for all operational logistics surrounding the execution of Corporate, Hosted and Internal events across Tate Galleries, as well as external events, from conception to closedown.

Main Duties and responsibilities:

- Assist the Head of Event Operations in the planning and execution of all types of events.
- Organise all aspects of the event operation, e.g. equipment hire, staffing, staffing agencies, back of house technicians, uniforms.



- Meet with Event Planners to discuss all details of the event and subsequently to keep the team informed of any changes.
- Be present and execute the event, with focus on client liaison and managing the staff.
- Review the event to determine if any systems or procedures can be improved next time.
- Ensure that each event achieves its required profit margins
- Responsible for quality of staff appearance and performance
- Together with the Head of Event Operations assist with the recruitment, in line with Tate's Recruitment procedure
- Assist with the management and development of staff, including induction conducting regular appraisals, setting objectives, planning and conducting training for all staff, following and enforcing Tate Catering's policies and procedures
- Responsible for the Health & Safety and Fire Training for the department and attending all necessary meetings and to ensure that the department as a whole is compliant to Tate's standards.
- Ensure staff objectives are met by monitoring standards and having regular 1-2-1 meetings
- Compile staff rotas and complete weekly staff payroll
- Liaise with staffing agencies ensuring high standards of agency staff are maintained, whilst achieving good value within payroll budgets.
- Ensure internal event sheets are checked before chefs collect on Wednesday for accuracy of times and service equipment
- Occasionally chair the Friday morning Chefs' meeting and present ideas and operational views on service delivery with the events team
- Check and sign off invoices and credit notes on a weekly basis.
- Ensure that the liquor stocktake takes place and the relevant documentation is carried through by each event manager.
- Ensure that a regular stocktake of linen and operational equipment is carried out on a regular basis to maintain stock levels and replenish within the given budget.
- Read, understand and comment on the Profit & Loss accounts and be part of any solution to improve profitability of the team
- Ensure that we are constantly at the forefront of London Event Catering by keeping abreast of current trends in style of food and drink, décor and standards. Arrange and chair a regular innovation forum to discuss these trends.
- Perform any task pertinent to the operations as directed by the Head of Event Operations and as required by the operational demands of the business, including working in other areas of the business if required and if business levels allow

The New EU regulations on Food Allergens means that Tate Catering 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.



The Disability Confident Scheme

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

Person Specification

Experience and skills

Essential:

- Significant event management experience within a similar role
- Experience in managing teams from diverse backgrounds and nationalities
- Passionate about delivering events efficiently
- People management experience, with exposure to recruitment, training and performance assessment.
- Be an excellent communicator at all levels, possessing a degree of gravitas that commands respect and reassurance for clients, venue managers and staff.
- Ability to think strategically and to anticipate problems leading up to and during an event
- A positive role model and team member conveying a professional attitude and appearance at all times.
- Ability to multi-task and prioritise a complex workload and maintain a high degree of focus whilst working under pressure.
- Fluency in spoken and written English
- Ability to network effectively and build on relations with other departments
- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect.
- An exceptional knowledge of London venues and a thorough understanding of the nature of Event Catering.
- A passion for British food and beverages
- Organised, with great time-management skills and good IT skills,
- Able to work long hours during busy event periods while operating events from beginning to close down.
- Awareness of the requirements of Food Allergen Regulations
- Have a good understanding of event finance and working within events budgets

Desirable:

- Experience of event catering in a museum or gallery environment
- Project management experience



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- Experience of the Investors in People standard
- A proven track record in training delivery

Key Competencies:

- Has a desire for success and inspires others
- Balances speed with need to appropriately deliver on time
- Promotes Tate's Dignity and Respect policy in all their activities
- Strives to maintain a positive atmosphere in challenging situations
- Constantly seeks ways to build on team work in widest sense across Tate departments
- Anticipates the likely reaction to a piece of communication and adapts tactics accordingly
- Identifies the necessary resources for the team to achieve a task
- Sets ambitious and measurable goals and targets for themselves and the team to achieve or exceed expected performance
- Identifies and anticipates customer expectations taking account of individual and group differences
- Shows commitment in a particular career direction
- Holds regular team meetings and encourages every team member to participate constructively in them
- Ensures compliance with organisational policies and procedure
- Actively supports organisational change and continuous improvement
- Ensures the team understand their part in the business plan and vision
- Has a strong network of relationships internally
- Invests time and effort into building, developing and maintaining strong relationships to support the brand



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