



Job Opportunity

Senior Events Manager

Ref: TB17-16

CONTRACT:	Full time/ Permanent
HOURS:	40 per working week (annualised hours) <i>(flexibility to work evening / weekends when required)</i>
LOCATION:	Titanic Belfast Building
REPORTING TO:	Head of Hospitality

General Purpose

This Senior Events Manager will be responsible for the leadership and management of the 5* Hospitality Events department. This role is a key position within the division, managing all of the events planning and the vital customer relationships within Titanic Belfast and SS Nomadic. As a senior manager, you will play a significant part in the overall Hospitality operations and a key liaison with the Sales Team. This is an exciting opportunity to join our team and to be part of the team at the World's Leading Tourist Attraction 2016.

Main Job Tasks and Responsibilities

- Provide leadership & daily co-ordination of all event operations, including the overall operational team within Titanic Belfast.
- Development and fostering of key client and supplier relationships (internal and external).
- Adaptable approach to each event depending on the needs of the clients (e.g. corporate, domestic, international and weddings).
- Representing Titanic Belfast and SS Nomadic, acting as a role model and ambassador for the brand.
- Demonstrating to clients and suppliers a passion for customer service and delivery.
- Planning and developing client events from initial briefs through to delivery ensuring a high level of attention to detail.
- Ensuring high levels of consistency and delivery of 5* customer service at all times.
- Preparing and hosting Client and Site Visits as required to a 5* standard.
- Development of BEO's.



- Liaising with the C&B operations team to ensure high levels of communication in all aspects of the events held within Titanic Belfast and SS Nomadic.
- Maintain a high standard of communication to all our event organisers, suppliers and clients and internal teams.
- Contribution to the achievement of our P&L targets and revenue growth.
- In collaboration with the Hospitality Management Team, research opportunities for the development of the events business, and ensure business growth.
- Development and management of systems and procedures to ensure that prospects are utilised and developed effectively to secure growth of the business and KPI's.
- Working with the Senior C&B manager in achievement of the smooth operation of events, and fulfilment of the 5* standards and reputation.
- Support the Head of Hospitality in implementing all company health safety policies, including relevant legislation, licensing constraints and food hygiene legislation.
- The post holder will be expected to develop individually and from a team perspective in training and future development.
- Maintain accurate client file records and event activity on the CRM system.
- Maintain an efficient and effective relationship with all internal departments.
- Active participation and contributions within the larger team.
- Provide an accurate Weekly Overview Report for the Operational Planning meetings.
- Provide an accurate Weekly Planning Overview Report for the Business Event Order Planning meeting with wider team members.
- Presentation of appropriate statistical information, sales data and trend analysis and prepare reports as requested by the Head of Hospitality.
- Any other duties as delegated by the Head of Hospitality and Hospitality Operations Manager or any other person designated in their absence.
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The above reflects the main elements associated with this position. It is not intended to be exclusive or exhaustive.

Essential Criteria:

- 3rd level qualification in International hospitality & tourism, event management, or business related subject
- 3 years' previous experience at a senior level within event or hospitality management
- High quality evidence portfolio of previously managed events including client relationship management
- Excellent Interpersonal and relationship building skills
- Experience and evidence in managing budgets
- Experience of working to tight deadlines
- Proven track record of negotiation skills with contractors and suppliers
- Experience of employee management and development including training
- Proven ability to respond positively to a pressurised environment and adopt a positive solutions based approach to problem solving



Desirable

- A broad knowledge of the events entertainment industry within NI and beyond
- A knowledge of AV systems and surrounding infrastructure for events

Core competencies

- Highly Self-motivated
- Excellent Organisational and time management skills
- Strong Communication skills and presentation ability
- Strong IT skills
- Ability to prioritise own workload and meet deadlines
- A passion for service excellence, and tenacious approach in the pursuit of your objectives
- Self-starter
- Passionate and knowledgeable about the food and beverage industry

Closing date for receipt of applications is **9am on Monday 20th March 2017**. Applications will only be accepted via company application forms. Applications received after the closing date and time will not be considered. If you wish to apply for the position please contact us via careers@titanicbelfast.com and we will send an application pack out to you, the last date for requesting application packs is

Thursday 16th March 2017 at 3pm

Please note for applicants successful at the shortlisting stage and each stage thereafter the following dates will apply:

- Assessment centre – Friday 24th March 2017
- Individual Interview - Thursday 30th March 2017

Titanic Belfast Limited is an Equal Opportunities Employer.