



Job Description

Front of House Event Supervisor

Division: Operations

Team: Operations/Events

Responsible to: Duty Manager

Last Updated: 07 June 2019

Primary Function:

The Front of House Supervisor will undertake a variety of roles to ensure the smooth running of our Front of House services. This will include ensuring our customers' journey is managed exceptionally and professionally from the outset and throughout. This position will require welcoming all guests to the EICC, dealing with their enquiries and communicating changes or amendments to the wider teams.

The role also includes supervising the EICC Hosts and will involve Duty Management on the day of an event. The successful candidate will work closely with the Event Planner/Duty Manager during the events to ensure that the EICC continues to exceed client expectations in the delivery of successful events. It is also an essential requirement of the role to ensure that the business/event schedule is fully adhered to and that any changes are implemented accordingly.

As a valuable member of the Operations Team, you will work closely with the rest of the wider EICC team and will be required at times to work along-side our Event and Box-Office Co-ordinator to support any Box Office requirements. You will be supporting the Operations Team and our clients with any admin related tasks, as and when required. A key aspect of this role is the ability to form great relationships and work alongside our clients to ensure the professional and seamless delivery of their events.

Key Responsibilities:

- Ensure that all visitors to the EICC are warmly and professionally welcomed
- Communicate appropriate information to clients and delegates quickly and effectively and answer any queries they might have relating to the event, EICC or Edinburgh and its facilities and services.
- Ensure the switchboard is covered to standard set by the EICC
- Ensure that procedures and standards set by EICC with regards to customer service, safety and security are adhered to at all times

- To be proactively involved in company initiatives, EICC team activities and other areas as directed by Team Leader
- To co-ordinate and manage the training & booking of hosts for EICC events
- To ensure the overall smooth running of the event with regards to the implementation of the event schedule and the changing requirements of the client and delegates as informed by the client or the Event Planner
- To be fully aware of the emergency procedures relating to the EICC and to be able to co-ordinate a full evacuation or search of the building, as and when required
- To supervise and co-ordinate activities on the shop floor and to ensure a smooth flow of delegates around the building
- To liaise with the client when on site on a day to day basis to ensure their needs and expectations are fully met
- To liaise and instruct other departments where required to ensure all areas are prepared in line with our company standards for our clients arrival
- Promote and develop of the EICC's image as an excellent five-star venue

Personal Attributes:

The incumbent will ideally possess the following personal attributes;

- Attention to detail and high organisational skills
- Ability to supervise a team effectively
- Strong customer service skills
- Ability to prioritise workloads and adapt to changing demands
- Confident in decision making and consulting with a diplomatic approach
- Excellent communication skills and the ability to negotiate
- Ability to stay calm under pressure
- Flexibility to work various shifts (including evening and weekend work) in order to support the business requirements and demands

Key Selection Criteria:

- Preferably educated to degree level with a focus on Business Administration, Hospitality or Events
- Ideally have previously demonstrated experience in conference and event services
- Experience in providing a high level of customer service and client management
- Confident manner with a pro-active approach to completing tasks and projects in a timely manner
- Has a high level of interpersonal skills

- Excellent time management skills with the ability to meet business and client deadlines
- Strong and proactive team player who is willing to be flexible with their time to meet the needs of the business and our clients
- Excellent oral and written communication skills
- Previous supervisory experience would be advantageous

Acknowledgement:

This Job Description may be subject to periodic review, and Team Members will be expected to take on such variations as are consistent with the level of responsibility and function of the role.