

OVERALL PURPOSE OF JOB

Plan, manage and oversee events, collaborating with and coordinating all internal stakeholders, ensuring we deliver a first-class service for our clients, customers and suppliers; maximise the profitability of the event; and comply with all company and legislative requirements.

Job Title:
Account Manager

Reports to:
Concessions Director

Location:
Head Office and
various UK event
locations

MAIN DUTIES AND RESPONSIBILITIES

- Manage and develop new and existing client relationships through understanding their needs, keeping them informed, meeting their expectations and introducing new products and services as appropriate;
- Collaborate with internal stakeholders to optimise group profitability and client/supplier satisfaction; Logistics to determine product listings/pricing for events, and maximise sales through pre-event orders; Catering to allocate desired allocation; Marketing to implement brand placement and maximise consumer experience; Audit to ensure accurate recording and collection of takings;
- Undertake detailed and accurate planning for each event, including forecast P&L; ensure an appropriate variety of consumer offering; allocate, offer and secure sub-contractors; ensure all logistical, staffing, and health and safety requirements are considered and prepared for;
- Provide comprehensive information packs to sub-contractors (including SFC operators) including anticipated attendance and logistical limitations, “must stock lists”, retail tariffs and passes;
- Oversee the set-up of each allocated event, liaising with the client, sub-contractors, and suppliers as appropriate, ensuring all units and hire equipment are sited according to plan;
- Oversee the welfare of your team at all times (both on and off site), ensuring they are transported safely, appropriately accommodated, receive appropriate breaks and are treated respectfully;
- Supervise all aspects of your team’s performance; monitoring, encouraging, coaching, guiding and leading by example, and tackling any performance issues as they arise, liaising with HR Department as appropriate;
- Monitor all aspects of sub-contractor presentation and performance on event day(s), ensuring company operating standards, policies and procedures are adhered to, directing and trouble-shooting as required;
- Ensure all activity, both front and back of house, complies with client policies, procedures and safe systems of work for health and safety and food hygiene;
- Oversee the post-event breakdown, ensuring the site is left clean and tidy; all equipment is returned; cash is reconciled and secured; client reports are completed and submitted;
- Provide the Director with a detailed analysis post-event to include; compilation and analysis of P&L, sub-contractor performance, efficiency, support equipment, problems encountered and solutions implemented, suggestions for improvement;
- Assist with credit control as required, resolving issues with clients and sub-contractors to secure payment;
- Contribute to the overall performance of the division and company through making recommendations for improvements to policies and procedures, costs savings and new product/service offerings;
- Any other duties that may be required from time to time for the smooth running of the business.



KNOWLEDGE, EXPERIENCE AND SKILLS REQUIRED

Essential:

- Demonstrable experience of effectively leading a team including managing performance, coaching and handling conflict;
- Excellent communicator with great interpersonal skills and the ability to build effective business and customer relationships;
- Customer focused, driven by achievement and results, with the ability to present and sell an extended service offering;
- Able to demonstrate strong commercial acumen, with a good grasp of profit and loss and the ability to apply to operational decisions;
- Good standard of administrative, numeracy and literacy ability, and fully IT literate (Excel to Intermediate level);
- Proven ability to manage a retail area including presentation, customer service and cash handling;
- Good working knowledge and practical application of Food Hygiene legislation;
- Good understanding of, and commitment to, working within best practice in relation to Health and Safety;
- Personal Licence Holder and able to act as Designated Premises Supervisor;
- Full valid UK driving licence;
- Physically fit and strong with high levels of stamina.

Desirable:

- Minimum Level C in GCSE Maths and English;
- Qualified and competent in site-based health and safety requirements;
- Qualified and competent First Aider;
- Valid forklift licence;
- Level 3/4 Food Hygiene Certificate.

PERSONAL CHARACTERISTICS

- Flexible, adaptable, and calm when working under pressure;
- Positive, self-motivated, good sense of humour;
- Resilient, tenacious, good attention to detail;
- Pragmatic approach to problem solving, ability to use initiative but not to “cut corners”.
- Honest and dependable;
- Passionate about events, brands and food & beverage service in high output environments;
- Able and willing to stay away from home frequently, and regularly work weekends.