



**Job Title:** Butler /Events Manager  
**Department:** Catering Department  
**Reporting to:** Front of House Manager  
**Responsible for:** FOH Staff, Temporary workers

### **Post Objectives**

To serve the members and clients of Lincoln's Inn at the highest possible standard in line with specified service requirements. To manage the staff allocated to the event in an efficient and professional manner.

### **Main Duties**

#### **Customer Service**

- Provide the highest level of customer service to all members Benchers and external clients at all times without exception.
- Ensure all mise-en place and preparation of the service areas are completed ahead of scheduled event start/service times.
- Greet all known benchers by appropriate title.
- Consistently present a positive "Can Do" attitude to all members, clients and staff
- Lead and Officiate on functions as required.
- Assist the Events team in client tasting arrangements to present an integrated professional image to the client at all times with a "Can Do" accommodating attitude.
- Present and maintain a professional image to Clients, Benchers and Members at all time.

#### **Staff Management & Team Development**

- Give clear direction and guidance to the FOH team and agency workers to ensure all staff are aware and carrying out their duties competently.
- Manage the appropriate staffing of events and operations.
- Ensure all staff are knowledgeable of their roles and responsibilities.
- Assist in the training and development and motivation of your team.
- Maintain open communications with all Inn staff, motivating team individuals, creating a one team ethos and assist colleagues across all departments whenever possible if asked.
- Treat colleagues with dignity and respect at all times.

#### **Flexibility and Initiative**

- Keep a flexible approach to your work. Adapt and respond to priorities as appropriate.
- Adopt a multi-skilled team approach creating a stronger more flexible team.

#### **Quality of Work**

- Consistently maintain the highest possible standards of service throughout all areas of Lincoln's Inn.
- Complete your duties within reasonable time scales.
- Be conscious of waste and how to minimise and reduce costs.

**Hygiene Health and Safety**

- Ensure all tasks carried out meet company health, hygiene, and quality and safety standards and comply with the Safe Food Act 1995.
- Monitor and maintain a high standard of Health & Safety throughout all areas of the catering department.
- Communicate details of any accidents to the senior manager so that the correct action may be taken.
- Ensuring C.O.S.H.H. and H.A.C.C.P and Allergen regulations and instructions are continuously adhered to.

**Budget Awareness and Financial Control**

- Record accurate accounts of drinks consumption when required.
- Assist in monthly stock take when requested.
- Monitor the control of the cash for bars, completing company book work as instructed, highlighting any discrepancies to the FOH Manager immediately.
- Assist in any data analysis as requested by the Head of Catering.
- Be aware of any client specific budgets and adhere to them throughout events.

**House-keeping:**

- Assist in the cleaning and maintenance of the Inns precious silver.
- Plan and monitor the laundry/linen requirements according to the event schedule.
- Ensure all cleaning is carried out in accordance with cleaning schedule and that relevant records are completed.
- Ensure security policy and procedures are adhered to by all staff at all times.

**Occasional Duties:**

- To undergo training courses and attend company meetings when necessary.
- To be prepared to change work methods, patterns or departments to help ensure the smooth running of the unit.
- To collate sales reports as requested
- Be responsible for event licensee or security issues.
- Act as First Aider representative as and when required.
- Act as Fire Marshall as and when required.

This job description is not exhaustive and is a continuing working document and therefore maybe added or amended at any time.



## **Lincoln's Inn**

### **Person Specification**

Job Title: Butler/Events Manager

Department: Catering Department

#### **Knowledge/Skills required:**

*The following criteria will be used:*

1. Proven track record in a similar service and events environment
2. A passion for people and providing great service.
3. Strong man management skills, able to guide and motivate junior team members.
4. Strong communication skills both verbal and written.
5. Preferably qualified with WSET Level 2.
6. The successful candidate will be enthusiastic and positive in their approach to their responsibilities, guests and team.
7. Able to manage their team to achieve objectives. To delegate duties and empower the team, undertaking tasks.
8. Proven organisational and planning skills and able to meet deadlines under pressure.
9. Ability to work flexibly and demonstrate honesty and integrity in everything you do.
10. Strong computer skills (Excel, Word etc)