

**Job Title:** Events Operations Manager

**Department:** Catering Department

**Reporting to:** Hospitality Manager

# Responsible for: FOH Staff, Temporary workers

**How to apply:** Please send your CV to HR@lincolnsinn.org.uk

# Post Objectives

Lincoln’s Inn is an inclusive and diverse professional legal community, with a history spanning over 600 years. Situated in a stunning historic estate in the heart of London, the Inn supports members, barristers, tenants, residents, external clients, and the wider public.

Our award-winning in-house catering team delivers a wide variety of events, including formal dinners, weddings, receptions, and conferences, with professionalism and creativity.

We are seeking an **Events Operations Manager** to join our team, delivering exceptional service and building strong relationships with members and clients. This role includes leading and motivating staff to ensure smooth event delivery to the highest standards.

Our team delivers a wide range of events from intimate gatherings for 10 people to 450+ people occasions. These range from high culinary dinners, receptions, conferences to large and intricate weddings. The Inn has a several spaces and is therefore very versatile. Please click here to see more <https://eventvenues.lincolnsinn.org.uk/>

Lincoln’s Inn offers excellent employee benefits, including:

* A full month of holiday in August
* Closure periods over Christmas and Easter
* Flexible rotas within a large, supportive team
* A strong commitment to work/life balance

# Main Duties

**Customer Service**

* Always provide the highest level of customer service to all members, Benchers and external clients without exception.
* Ensure all mise-en place and preparation of the service areas are completed ahead of service.
* Greet all known benchers by appropriate title.
* Consistently present a positive “Can Do” attitude to all members, clients and staff
* Lead and officiate at functions as required, ensuring seamless delivery. 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.
* Uphold the professional reputation of the Inn in every interaction.

**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.
* Support staff training, development, and motivation to achieve excellence.
* 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**

1. Ensure all tasks carried out meet the Inn’s health, hygiene, and quality and safety standards and comply with the Food Safety Act 1990.
2. Monitor and maintain a high standard of Health & Safety throughout all areas of the catering department.
3. Communicate details of any accidents to the senior manager so that the correct action may be taken.
4. 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 required.
* Monitor the control of the money 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.
* Oversee planning 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:**

1. To undergo training courses and attend meetings when necessary.
2. To be prepared to change work methods, patterns to help ensure the smooth running of the team.
3. To collate sales reports as requested
4. Be responsible for event licensee or security issues.
5. Act as First Aider representative as and when required.
6. 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.



**Person Specification**

**Job Title:** Events Operations Manager

**Department:** Catering Department

# Knowledge/Skills required:

1. Proven track record in a similar service and events environment, with at least 4 years’ experience of running events of 400+ pax in a large venue with several spaces. Experience in a unique setting is an advantage.
2. A passion for people and providing great service.
3. Strong people 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.

1. Proven organisational and planning skills and able to meet deadlines under pressure.
2. Ability to work flexibly and demonstrate honesty and integrity in everything you do.
3. Strong computer skills (Excel, Word etc)



**Benefits**

## **What’s in it for you:**

* A 40-hour contract including paid breaks
* Overtime paid in operational roles
* Great annual training and continual development support
* Team building days
* Generous annual leave entitlement: 30+ days including closure periods over Christmas, Easter and August
* An excellent free lunch
* A non-contributory 10% Stakeholder Pension Scheme
* Private Medical Insurance, on completion of probation
* Interest-free season ticket/bicycle loan
* Free uniform for operational roles (laundered)
* Free eye tests and free chiropody
* Employment membership shopping discounts
* Access to a confidential Employment Assistance Programme
* Bicycle storage and shower facilities
* Plenty of social events, such as staff parties, quiz nights etc.
* Enhanced maternity, paternity and shared parental leave
* Death in service benefit, 6 x your annual salary

The Honourable Society of Lincoln’s Inn is committed to ensuring both its members and staff members are treated with dignity and respect throughout their careers. We promote trust, transparency, and respect for all through robust policies and procedures.