

Job Description

Job title	Assistant manager (Events Co-ordinator)
Project/team	The Brink
Main place of work	Liverpool
Report to	General Manager
Date This is the date the job description was written	January 2020
Key contacts Internal and external	Brink and Action on Addiction employees Customers Suppliers Event organisers
Main purpose of the role In one or two sentences summarise why this role exists	To support the general manager in the day to day running of the Brink. To plan and organise events and pro actively promote the Brink across all social media platforms
Key accountabilities Financial, decision-making, key targets	Generating business ideas and income and increasing sales in competitive market for brink internal sales and events. Event Co-ordination and planning. Developing and building on the Brinks profile in the wider community and buisness sector Social media promotion across all platforms Health and safety of the venue. Security of all monies including the safe handling of cash. .
Main duties	<p>Team management Delivering on the job training and identifying external training needs where appropriate Assisting in the weekly rotas for staff and volunteers. Monitoring peak trading times and staffing levels for events. Working front of house when required Line management of staff</p> <p>Customer service, marketing and promotion Train staff in expected levels of customer service. Continue to build on and grow the Brinks social media presence across all platforms including Instagram, Twitter, Facebook, and Linked in etc. Regularly garner customer feedback and ensure customer comments and complaints are dealt with effectively Regularly update all social media platforms with details of events and interesting news/newsletters. Daily promotion of menu and events via social media and local media outlets Promote and plan events to customers, sell tickets, ensure bookings are confirmed. Effectively plan , organise and facilitate customer and organisational bookings Record details of businesses and their requirements on database and liaise with events, kitchen and front of house team Opening and closing the venue.</p> <p>Duty manager Act as duty manager when general manager is not on shift. Liaise with all teams on daily basis to ensure they understand daily events and requirements Inputting financial information onto excel spreadsheets</p>

	<p>Cash up, balance tills, record takings and banking as required. Daily inspection of front of house and kitchen areas – checking hygiene standards are met and storage procedures followed. Report equipment faults and liaise with contractors Assist in stock take. Recording and tracking information for charity funding organisations</p> <p>Catering management Liaise with chefs and FoH Supervisor around food/drink ordering. Maintaining relationships with suppliers to get competitive rates. Arranging catering requirements for party bookings and outside catering. Recording relevant information for Invoice purposes... Waste management – keeping waste to a minimum.</p> <p>Volunteers Work with Action on Addiction volunteer coordinator to assist in recruiting volunteers for the The Brink Café.</p>
<p>General duties Common to all roles</p>	<p>Comply with codes of practice, policies and procedures Take action to reduce health and safety risks Work in harmony with the Charity's values Respect others and value diversity Continuously develop knowledge, learning, skill and practice Continuously improve service delivery Perform other reasonable duties as may be required from time to time</p>
<p>Special conditions For example, unusual hours, travel</p>	<p>Flexible to work any shifts – including evenings and weekends.</p> <p>Work on the front of house and kitchen where needed</p> <p>Attend business forums, deliver and promote the Brink using a range of platforms including presentations and networking opportunities</p>