

Job Description

Job Title:	Events and Hospitality Manager	Department:	Commercial Operations
Responsible To:	Head of Commercial Operations	Salary:	£35, 547
Location:	Pitlochry Festival Theatre	Position Type:	Permanent/Full Time
Working Hours:	35 hours per week, over 7 days. As the role centres on delivering events, regular evening and weekend work will be required, with hours flexed to match the events and Theatre programme.		
Key Relationships	Head of Commercial Operations, Trading Manager, Head of Box Office & Front of House, Fundraising and Development Team, Marketing Team, Artistic Team, Head Chef and kitchen team, colleagues, customers, sponsors, visiting companies, external suppliers and contractors.		
Context	Since 1951, Pitlochry Festival Theatre has been the artistic heart and soul of Highland Perthshire, attracting over 100,000 visitors every year. We're more than just a place to see a show; we're Scotland's leading producer of musical theatre, and the country's only ruraly-located major arts organisation. Our purpose is to improve lives by sharing Pitlochry with the world and the world with Pitlochry. Our mission is to create life-changing experiences for as many people as possible through our theatre and our environments. We strive to inspire imaginations, foster new levels of understanding, and nurture well-being, growth, and connection. Pitlochry Festival Theatre's campus now comprises a 538 seat Auditorium, a 172 seat Studio theatre as well as our Amphitheatre in the theatre grounds. Our home is a glorious eleven-acre campus that includes the Explorers Garden. More than a place to come and see a show, we offer great theatre and art for everyone in an inspiring, creative atmosphere. As our events and hospitality offer continues to grow in scale and ambition, we are recruiting for the new role of Events and Hospitality Manager to lead the planning and delivery of a modern, commercially astute events programme across the campus.		
Purpose and Key Accountabilities	The Events and Hospitality Manager is a new role created to meet the growing scale and ambition of PFT's events and hospitality offer. The post-holder plans and delivers a professional modern and commercially minded programme of events across the campus, working closely with the Fundraising and Development Team, Marketing Team and Artistic Team to understand and meet their event needs, and with external suppliers, the Head Chef and kitchen team, and colleagues across the organisation to deliver events to a consistently high standard. The role sits within the Commercial Operations department, working alongside the Trading Manager, who retains responsibility for day-to-day theatre food and bar service, and the Head of Box Office & Front of House. All three roles share responsibility for Duty Management across the organisation.		

	Key Accountabilities: • To plan, coordinate and deliver a diverse programme of sponsor, donor, press, launch and other special events across PFT's campus, on behalf of the Head of Commercial Operations, the Fundraising and Development Team, Marketing Team, Artistic Team and the Board. • To act as the organisation's events specialist, proactively identifying the needs of internal teams and translating them into professional, well-executed events. • To source, negotiate with and manage external suppliers and contractors, and work closely with the Head Chef and kitchen team, to deliver a consistently high standard of catering and hospitality at events. • To manage event budgets, driving commercial value and reporting on income and expenditure. • To share responsibility for Duty Management across the organisation's facilities alongside the Trading Manager and Head of Box Office & Front of House.
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About us

Our purpose and our values

Our Purpose

We improve lives by sharing Pitlochry with the world and the world with Pitlochry.

Our Vision

Pitlochry Festival Theatre is recognised as the nation's most impactful producing theatre, at home and beyond.

Our Mission

We will create life-changing experiences for as many people as possible in our many communities, through our theatre and our environments.

Our Values

Creative - We inspire and innovate in all our work.

Respectful - We value everyone and treat all with dignity.

Empowering - We enable and encourage others to reach their full potential.

Collaborative - We work together and support each other.

Our Guiding Principles

Place - Pitlochry is our home. We will continue to be inspired by Pitlochry and to celebrate our home through our work here and everywhere that we work in partnership, by sharing what we do 'Inside, Outside and Online'.

People - We nurture our own employees, the creative talent we bring to our stages, our partners, our supporters, and our audiences. We will continue to gather people together through our work and by serving global, human concerns.

Production - We perform at our best when we create theatre and deliver cultural activities related to theatre. We will continue to explore and extend how and where we share theatrical experiences of all kinds, for the benefit of all our communities.

Person Specification

Personal behaviours and style

We are looking for people who share our core values and can demonstrate their commitment to:

- Commitment to Excellence
- Teamwork
- Creativity
- Inspirational sense of belonging
- A nurturing environment

The successful candidate will need to be able to demonstrate the following skills, experience and attributes in both the written application and the interview process.

Key Tasks

Event Planning and Delivery	• To plan and deliver a modern, professional and commercially minded programme of events across PFT's campus, for example, sponsor and local business events for the Fundraising and Development Team, press and media launches for the Marketing Team, and show launches, awards evenings and other celebrations for the Artistic Team. • To project manage each event from initial brief through to delivery and post-event evaluation, covering budget, logistics, staffing, catering, styling and theming, and guest experience. • To develop and maintain a forward events calendar, working with colleagues across the organisation to plan events well in advance and avoid conflict with the core theatre programme. • To ensure every PFT event reflects the organisation's brand and reputation as a modern, ambitious producing theatre, offering a distinctive and memorable guest experience.
Stakeholder Relationship Management	• To build strong, trusted working relationships with the Fundraising and Development Team, Marketing Team and Artistic Team, proactively identifying their event needs and translating them into a clear delivery plan. • To act as the organisation's events specialist and first point of contact for colleagues planning an event, providing expert advice and guidance from concept through to delivery. • To communicate clearly and regularly with internal stakeholders on progress, timelines, budgets and any risks to delivery.

Supplier and Kitchen Liaison	• To source, negotiate with and manage external suppliers and contractors, including caterers, florists, AV and entertainment providers (internal and external), ensuring quality, reliability and value for money. • To work closely with the Head Chef and kitchen team to plan and deliver catering for events, respecting the operational needs of the kitchen and the day-to-day theatre food and bar service. • To maintain a preferred supplier list and build long-term relationships that support the organisation's commercial and environmental ambitions.
Commercial and Budget Management	• To prepare and manage budgets for individual events, monitoring costs against income and reporting variances to the Head of Commercial Operations. • To identify and develop opportunities to grow paid-for events and hires business, broadening the scope of PFT's commercial offer. • To ensure accurate and timely invoicing for events business.
Customer Experience	• To ensure a consistently high standard of guest experience at every PFT event, working with colleagues throughout the organisation to support the objectives of the strategic plan. • To gather feedback from event guests and internal stakeholders and use it to continuously improve the events offer.
Duty Management	• To share full responsibility for Duty Management across the campus on a rota basis with the Trading Manager and Head of Box Office & Front of House, ensuring PFT is well represented, safe and effectively run whenever open to the public. • To act as the senior point of contact and decision-maker on site during performances, events and other public activity when on duty, resolving operational issues promptly and calmly. • To take an active and visible role in the safety, security and wellbeing of employees, visiting companies, contractors and audiences, including overseeing evacuation procedures in an emergency. • To complete opening, closing and building security procedures accurately and consistently, including acting as a keyholder for out-of-hours emergencies. • To participate fully in the annual duty management training programme and contribute to the ongoing development of duty management practice across the organisation.
Health & Safety	• To support the Executive Director, as Chief Executive of the organisation, in their legislative duties under the Health and Safety at Work etc. Act 1974. • To participate and engage with the organisation's Health & Safety Committee as required.

	- To ensure events and hospitality activity, including the work of external suppliers and contractors, comply with Health and Safety and licensing legislation and PFT's Health and Safety Policy. - To attend training as required to update knowledge and skills and to comply with relevant statutory requirements to a high standard.
Environmental	- To support the Executive Director, as Chief Executive of the organisation, and the nominated Green Champion in meeting organisational aims and ambitions for its environmental impacts. - To support the implementation of the organisation's Environmental Policy within events and hospitality activity, including supplier selection and event planning.
Other	- To champion and promote organisational values and behaviours and act as an ambassador for the Theatre. - To always act in the best interests of the Theatre and in line with all company policies. - Any other duties or projects required by the Executive Team or Trustees to ensure the general smooth and efficient operation of the buildings and organisation. - Where required, participate in Theatre events which sometimes are out of standard core company hours. - Support the Theatre to achieve its environmental sustainability ambitions. - Actively promote employee welfare, development and training opportunities throughout the Theatre.

Experience & Attributes

Requirements	Essential	Desirable	Assessment Method
Qualifications and Knowledge	- Educated to SCQF level 7 or equivalent work experience. - Up to date knowledge of health and safety and licensing legislation relevant to event delivery.	- Event management qualification. - Personal Licence holder. - First aid trained.	Application / Interview
Experience	- Proven experience planning and delivering a varied programme of events in a commercial, hospitality, arts or similar customer-facing environment. - Experience managing external suppliers and contractors.	- Experience working in a theatre or wider arts and cultural organisation. - Experience working with sponsors, donors or corporate clients.	Application / Interview

	• Experience managing event budgets and monitoring cost against income.		
Skills and Abilities	• Excellent project management and organisational skills, with the ability to manage multiple events and stakeholders simultaneously. • Strong negotiation and supplier management skills. • Confident, professional communicator able to build relationships across a wide range of internal and external stakeholders. • Financially literate, able to manage budgets and report on variances. • Creative and commercially minded, with an eye for contemporary, high quality event design and guest experience.	• Knowledge of equality and diversity and awareness of the need to make reasonable adjustments to support colleagues and audiences and visitors with additional support needs.	Application / Interview
Interpersonal and Communication Skills	• Good team player. • Commitment to quality service and attention to detail. • Discretion, honesty and integrity. • Able to communicate effectively and confidently with diverse groups of people.		Interview
Personal Qualities	• Calm, resilient and solutions-focused under pressure. • Flexible and adaptable, comfortable working across a wide range of areas and with a wide range of people. • High standards of attention to detail and personal presentation.	• Self-motivated with a passion for the arts and the vision of Pitlochry Festival Theatre.	Application / Interview

Additional Requirements	• Able to work flexibly including regular evenings and weekends to meet the events programme. • Willing to act as Duty Manager and participate fully in the duty rota.	• Comfortable working in a predominately rural environment.	Application
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