



Job Description

Job title: Venue Manager; Pikes	Function: Pikes
Reports to: Managing Director	Sub Function: Events & Bars
Level / Grade: Manager	Location: Ibiza

Job purpose:

To set-up, lead and successfully manage the night-time event operations at Pikes. Leading and motivating the Production, F&B and Security teams to deliver a high performance and exceed against set financial, service and team targets. Maximising sales revenue and overseeing the operational, production and security team for all Pikes events.

Key accountabilities and decision ownership:

- Set-up and oversee the efficient venue operation across all night-time events to the highest standards that meets the ethos of Pikes.
- Ensure the maximum spend per-head on 'Event' F&B is achieved throughout the season & targets met (and surpassed)
- Ensure a consistent and constant level of excellent and authentic service is delivered across all events, that meets the customer profile; working with the Event Manager to monitor customer feedback tools continuously & making necessary improvements where required
- Be the single point of contact for any operational issues, working these through to find suitable and satisfactory solutions and actions
- Be the single point of contact for the external security and parking team. Work closely with the Head of Security to ensure effective and efficient security and parking coverage for each event and to ensure capacity levels are adhered to.
- Be the single point of contact for any Police / Neighbour visits and emergencies & accidents; ensuring a robust process is in place to deal with any such cases and that they are recorded and communicated
- Liaising and working with the Pikes F&B Manager to ensure the night bars are sufficiently stocked and provide the appropriate product that meets the demands of the customer

Skills, know-how and experience:

Must have:

- Proven venue management experience in an international environment.
- Proven bar management experience in an international environment and be fully up to date with F&B best practices, trends and industry standards
- Experience of Ibiza events/culture and of working in Ibiza.
- Ability to spot and resolve problems immediately & efficiently, with a hands on/can do attitude
- Excellent communication skills (both written & oral)
- General commercial acumen
- Working knowledge of various computer software programmes (MS Office & F&B POS)
- Competent in both Spanish & English

Preferred:

- Experience of Ibiza Events & Culture
- Working knowledge of project management and team collaboration software's: Monday.com | Slack | Trello
- Additional international languages

- Create working shifts for the bar team that are fully covered & efficient to ensure maximum service levels are maintained and that are communicated in a timely manner within the set budget.
- With support from the Event Manager, create working shifts for the Event / Production and security teams that are fully covered & efficient to ensure maximum service levels are maintained and that are communicated in a timely manner within the set budget.
- Lead, train & motivate the full event team to deliver a high and authentic performance throughout all events; meeting any agreed employee engagement targets
- Deliver a nightly report for 'Heads of Departments' (to include attendance numbers and notes / income / feedback from all departments)
- Lead a weekly event operational management meeting for the key event Team Leaders (Bar/Door/Artist Liaison & Sound Tech/Security)
- Generate new ideas for service improvements and products that will positively impact customers and maintain a competitive and leading edge
- Fully support other teams and departments across the hotel as and when needed

Key performance indicators:

- Customer Satisfaction – Trip Advisor & Customer Survey
- Operational efficiency of Event service
- F&B Sales Per Head
- Employee Engagement

Budget owned:

- n/a

Direct reports:

F&B Shift Team

Event Shift Team

Dotted line reports: Security Team

Key stakeholders:

- Event Manager
- F&B Manager
- Event Team

This Job Description outlines key accountabilities – all employees are expected to be flexible regarding their accountabilities and may from time to time be asked to carry out other duties to ensure achievement of company targets