Wedding Experience Manager

MAIN PURPOSE OF THE JOB

A Wedding Experience Manager in the Oldwalls Collection must be; passionate, organised, customer centric and be willing to exceed expectation.

Reporting to the Team Leader for your venue, the role is target driven, with the expectation to reach all targets set within a pre-determined timeframe. You will work with clients from the point of confirmation right up until their big day ensuring their wedding is meticulously planned, using your experience and the experience of those around you, to help your client to fulfil their dream day.

Service standards, compliance, and profit conversion. To be an ambassador of the brand.

**Position Reports to:** Wedding Team Manager

**Position is responsible for:** Delivering the companies stated mission - “To make the whole journey an experience from the first hello to the last goodbye. Create a day that will be cherished for the rest of their lives” with exceptional service for our couples and their guests.

MAIN DUTIES

Performance is monitored by:

* Producing accurate and timely function sheets for the operations teams to deliver weddings.
* Monthly additional revenue KPI. (Monthly targets)
* Customer service standards.
* Regular team & 1-2-1 Meetings.
* A harmonious team spirit.
* Service standards & compliance. To be an ambassador of the brand.
* Feedback from clients and their guests.

Customer service:

* Be the one point of contact for up to 65 couples from 12-months before through to their big day. Use your knowledge and expertise to be an active part of the couples wedding journey and experience.
* Ensure client accounts are managed efficiently with utmost professionalism. Responding to any queries and taking a necessary action to ensure promises are fulfilled.
	+ Emails are responded to within a pre-defined timeframe
	+ All calls are answered within the department
	+ All client queries are resolved/handled according to policy
	+ Client meetings are scheduled and delivered with professionalism and as per company policy including handovers
* Be present on their day to ensure the venue team are fully briefed and the couple have a friendly face to greet them at the door.
	+ Brief event team ready for delivery
	+ Ensure the venue is set-up as per the client wishes
	+ Meet & greet the couple and their guests
	+ Ensure members of the wedding party are comfortable, relaxed and their needs are taken care of
	+ Be the first person to congratulate them on their marriage
* Deliver beyond expectation.
* Provide an outstanding level of customer service by liaising and building rapport with customers.
* Be an integral part to the planning and delivery of client events; such as Food Taster Events.
* Deal with customer complaints in a professional way and as per company policy.
* Assist in developing and maintaining the image, perception, and integrity of the Collection brand
* Maintain excellent working relationships with key internal and external partners.

Financial:

* To have a sound understanding of all financial targets and strive to deliver or exceed them through additional revenue.
* Support with cashflow ensuring clients are fully aware of their payment schedules and work to resolve any queries that may withhold payment.
* To ensure the invoice is showing a zero balance ahead of the event taking place.

System and process:

* To ensure full compliance of all operating controls, SOP’s, policies, and service standards.
* Complying with all company requirements including cash management, H&S, security, fire & flood, food safety, utilities, and licensing.

* Check-in/Check-Out the event ensuring the invoice is balanced prior to the couple departure.
* Adhering to the crisis management process.
* Ensure SOP’s are followed to help achieve the company objective of “one right way”.
* Continually recognise the need to use “how to’s” & “tick lists”

Computer systems:

* Be confident and efficient with the operation of all Microsoft 365 programs.
* Be proficient in the use of all software used within the company.

 People:

* To understand the function of the organisational chart and line management system.
* Work as part of a team to achieve a seamless customer experience.

Person Specification

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| --- | --- | --- |
| **Factor** | **Essential?** | **Desirable?** |
| **Qualifications** |  |  |
| **Relevant experience** | * Administrative & Account Management experience.
* Experience of working within the events industry.
* Experience of working in a target driven role.
 | * Experience working within the wedding industry.
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| **Aptitude, skills and abilities** | * Excellent IT skills
* Understanding of data privacy standards
* Reliable worker who can perform routine tasks without supervision.
* Strong attention to detail
* Organisation
* Ability to communicate, and connect with employees, clients and management and take direction.
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| **Personal attributes** | * Team player
* Communication
* Pride & passion
* Astute
* Flexible
* Proactive
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