

TITLE: Conference and Event Organiser

PLACE OF WORK: JP MORGAN Melbourne Office

RESPONSIBILITIES: Operates the Client Centre floor from a Dining perspective. The position executes the events, food and beverage services to meet the highest standard to all JPMC internal and external clients. Assists with the event planning, operations and delivery processes. Complies with all JPMC policies, procedures and codes of conduct are adhered to and observed. Delivers all services within 'Our Business Principles'. Executes workflows to deliver products and services to meet or exceed the needs and expectations of all JPMC internal and external clients.

REPORT TO: Dining Manager – Australia / VP Amenity Services Australia

LIAISE WITH: All JPMC and Vendor Personnel within JPMC
All Client and Customer contacts of JPMC

GENERAL SCOPE AND PURPOSE: To ensure that the highest standards of service are delivered through proactive and competent event execution, support and planning processes.

Core RESPONSIBILITIES

- Execute Client Centre operations delivering immaculate first class service by adhering to local and global operating standards and procedures.
- Demonstrates business and management principles assists with strategic planning, resource allocation, production methods, and coordination of people and resources.
- Present for and offer on-site support for all planned events; work flexibly to ensure coverage of these.
- Support the Dining Manager to provide expert support to ensure the complete success of each program/meeting/event. Be key contact for all operational matters concerning event execution.
- Execute solutions based on feedback as needed.
- Support Food & Beverage Menu delivery
- Assist with compliant (applicable awards) scheduling of Dining Captains and contingency workers based on business levels, productivity targets and budgets.
- Contribute to Business Review Meetings for the Client Centre in the absence of Dining Manager.
- Execute the physical set up of the function rooms and event execution based on requirements and standards.
- Execute Food Safety and Hygiene within Client Centre and be an expert in Allergy Management.
- Supervise and execute cleaning and maintenance schedules – deliver 'zero defect' outcomes.

- Support procurement and purchasing of all equipment and supplies within Dining.
- Step up to Dining Manager, in the absence of Dining Manager.
- Meeting with clients to discuss their requirements and presenting tailored package options.
- Responding to inquiries regarding service offerings, pricing for room and equipment hire, catering, and related services.
- Promoting conferences, conventions, and trade shows to prospective clients.
- Arranging and coordinating services for participants, including conference facilities, catering, signage, displays, audio-visual equipment, accommodation, transport, and social events.
- Managing participant registrations.
- Negotiating service types and costs to remain within budget.
- Supervising contractor work and reporting any deviations from work orders

BUSINESS RESULTS

- Support meeting and improving upon agreed Amenity Services budget.
- Support implementation of strategies to increase utilization year on year.
- Assist in the weekly review of scheduling meeting space in order to maximize utilization.
- Support meeting planning processes, including pre-con and post-con meetings. Provide consultative services for high-level or unusual events.
- Deliver against Annual Priorities for Client Centre.
- Support quoting and invoicing at different stages of the meeting planning process, guarantee accuracy of billing.

CLIENT / CUSTOMER FOCUS

- Execute delivery of first class service from all team members and vendors at all times.
- Work on event execution with all members of the AV, IT, Security, Facilities, Kitchens and external vendor teams to ensure seamless delivery of first class service.
- Follow, implement and enhance Environmental and Sustainability initiatives.
- Support the LOB's drive to constantly evolve and enhance services, offerings, and processes to ensure agile and efficient operations. Support implementation of tangible service improvements.

TEAMWORK/LEADERSHIP

- Support managing, developing and coaching of contingency workers within the Client Centre – Dining.
- Maintain a positive and professional poise, in line with Business Principles throughout all dealings and demonstrate leadership when dealing with colleagues, peers, contingency workers and more senior colleagues.
- Set an example and ensure standards are achieved in terms of personal presentation and grooming, present a polished image, following guidelines without exception.
- Manage and maintain relationships with the Events Team and Internal Clients, along with Vendors, Caterers, Audio Visual and Global Real Estate teams.

RISKS & CONTROLS

- Understand financial P&L reports relating to Client Centre including sales and costs against budget and forecast.
- Demonstrate and execute cost control.
- Execute security, health & safety and fire life safety protocol, including issue escalation process.
- Adhere to all compliance procedures including accurate data entry for reporting purposes.
- Practice inventory maintenance and control for all crockery, cutlery and miscellaneous items, execute stock takes, control and document breakages, ensure appropriate par levels within budget.

PERSONAL PROFILE

- Hospitality degree preferred, demonstrable experience in Catering, event execution in a food & beverage environment.
- Strong interpersonal skills with the ability and drive to interact with clients and senior executives
- Proficiency in using, MS Office – Word, Excel, Outlook 365
- Experience in utilising leading Event Management or Hotel Booking Systems
- Quickly understanding assigned tasks and working independently
- Extraordinarily organized with an acute attention to detail
- Excellent communication skills; Strong communication skills both oral and written
- Applies problem solving methodology for decision making and follow up
- Demonstrates personal integrity, manages time well, and is highly visible in areas of responsibility
- This role requires the ability to move and lift up to 20kg. It also requires standing, sitting or walking for up to 8 hours or further extended periods of time.
- Performs other duties, as assigned, to meet business needs.