



Pembroke Lodge, Richmond Park

Job Description: Banqueting Manager

We are seeking an experienced Banqueting Manager to join our friendly, fast-paced team at Pembroke Lodge. Previous experience working at a busy, large-scale weddings and events venue is a must.

Duties and Responsibilities

- Manage weddings and events
- Supervise staff and ensure they provide a professional and friendly service
- Handle enquiries by phone and email
- Organize and conduct venue viewings and tasting appointments
- Provide day-of support for each of your weddings and events through floor presence and supervising all aspects including set-up, food service, and clean-up
- Lead the administration duties of the Banqueting Manager, including scheduling, payroll, ordering, and inventory
- Bring ideas to the table for elevating the guest experience
- Embrace the opportunity to work with and learn from a seasoned team of wedding professionals invested in your development and career progression
- Comply with all health and safety regulations, the Staff Code of Conduct and company policies

Qualifications and Skills

- 7+ years of experience working in weddings and events, with at least two years' experience in a managerial position.
- Strong communication and confident public speaking capabilities
- A can-do attitude and teamwork approach
- Strives to excel in customer service and sets a positive example for guest relations
- Ability to plan, multitask, and manage time effectively
- Excellent guest management and ability to navigate potential event challenges
- Can work as part of a team as well as leading one
- IT literate with competent administration skills
- Ability to work a flexible and rotating schedule, including weekends, late nights, early mornings, and holidays

To apply, please send your CV to jane@pl.org.uk



What We Offer

- Annual salary dependent on experience
- 28 days annual holiday, including Bank Holidays
- Complimentary lunch and refreshments on shift
- A friendly working environment in Richmond Park
- On-site free car parking

Important Notes

Hours of work are varied, ranging from 9:00AM – 5:00PM some days, and from 2:00PM to midnight during wedding and events. You must comfortably meet physical requirements of the role (constant standing and walking throughout shift, frequent lifting and carrying up to 30 lbs, frequent kneeling, pushing and pulling, frequent ascending or descending ladders, stairs and ramps, and proven ability to carry three entrée plates or more at one time).

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