

Job Title: Ultimate Experience Manager

Reporting to: Holly Moore - MD

Salary: £18-22K Dependent on Experience

The Company

Make Events and HM Events are hugely experienced events agencies in Cheshire who have taken the industry by storm since we were launched in 2012 by founder Holly Moore. With a client list that reads like a who's who of the North West's most successful businesses, Make Events has grown rapidly and now employs a group of the industry's most talented people.

Purpose of the Role

To deliver the ultimate experience for clients, suppliers and colleagues at the House of Make – home to Make Events and HM Events.

You will love looking after the House of Make and everyone in it. With it's own coffee shop, event spaces and even a dressing room it will be your responsibility to ensure it looks pristine, and full of magic touches for everyone.

You will take pride in looking after our Fake Starbucks and making sure guests have the ultimate experience.

A **Confident, Get Stuff Done** kind of person that believes **Anything is Possible** who loves making everyone else's lives easier and better with **Magic Touches!**

Main Duties

1. Being the face of the House of Make.
2. Opening the office Monday to Friday from 8am.
3. Look after all our meeting space and communal areas, including décor, cleaning and maintenance.
4. Ensure the team, clients, suppliers and any stakeholders have the Ultimate Experience at every touch point.
5. Be responsible for visitor procedures and visitor hospitality.
6. Reception duties – answering calls, emails and letters.
7. Order and procure the best costs for all office supplies and stationery.
8. Accepting and logging deliveries and being the main point contact for suppliers and ensuring office supplies and resources are restocked.

9. Taking the post on a daily basis.
10. Assist with HR to update and maintain procedures and HR admin.
11. Input to office operations and procedures.
12. Maintaining office policies and managing health and safety procedures.
13. Coordinate with suppliers on all office equipment.
14. Assist in the onboarding process for new hires.
15. Address employees queries regarding office management issues (e.g. stationery, hardware and travel arrangements)
16. Liaise with facility management vendors, including cleaning, catering and security services.
17. Assist with in-house events, like parties and celebrations and conferences for the team and guests.
18. Employee engagement and charity activities.

This list is not exhaustive and you may be required to undertake other duties as directed.

Essential Skills, Knowledge & Experience

1. Proficiency in MS Office (MS Excel and MS Outlook, in particular) with strong IT and typing skills.
2. Excellent time management skills and ability to multi-task and prioritize work.
3. Excellent written and verbal communication skills.
4. Flexibility and adaptability to changing workloads.
5. Previous bar or hospitality experience would be an advantage.

Make Events Culture

Think about Make Events brand values and apply this to everything you do. Support the company vision – to create the ultimate experience. Follow the Make Events company ethos of work hard, be nice. Putting the client first and constantly asking yourself 'what is my client's customer experience NOW?'

Other Requirements

Current driving licence
Flexible approach to working hours (evenings and weekends may be required)