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Events Operations Manager

[Corner Shop](#) [Central London \(WC2R\)](#) [Published: 1 month ago](#) [£47,500 per annum + trunc](#)

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St Clement is a new hotel in central London, set to open in 2026 and we're getting ready to build our Events Operations team.

About St Clement:

- St. Clement Hotel is part of 180 Quarter, by developers Mark Wadhwa and Tim Robinson from The Vinyl Factory, and creative director Alex Eagle.
- Led by Nick Jones as his first independent hotel project since stepping down as CEO of Soho House.
- Features 90 guest rooms, 15 river lofts, Corner Shop (@cornershop180), two restaurants, a bar, a screening room, event spaces and a 25,000 ft2 Health Club and Spa.

Why Work with Us?

- We offer highly competitive pay and perks including:
 - Modern team facilities with a generous restaurant
 - Long service benefits such as increasing holiday allowance
 - Enhanced pension contributions
 - Enhanced parental leave/pay
 - Generous company sick pay
 - Employee assistance helpline with 24/7 online GP access
 - Gym Discount
 - Tech & Cycle Schemes
 - Team discounts across food and beverage outlets and a team room rate
- Join a small, close-knit team from the start, helping to shape the culture and standards.
- Work in a dynamic and creative environment.

What we're looking for in our new Events Operations Manager:

- Passion for hospitality and guest experience
- Strong work ethic and attention to detail
- Flexibility and a willingness to help build something from the ground up
- Previous experience in the luxury hospitality segment is a must
- Excellent communication and teamwork skills

All applicants must be eligible to work in the UK in accordance with current legislation.

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Meeting and Events Operations Manager

1 Hotel Mayfair [View Profile](#) Piccadilly, Central London (W1), W1J 8DJ
Published: 5 days ago Unspecified

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Grow with us...

Life at Starwood Hotels is based on a simple idea: the world is beautiful and we want to keep it that way. But we can't do it alone. That's why hiring thoughtful and inspiring Team Members and Leaders who understand that our people, collaboration, stellar service, and respect for nature are so important to us.

As the **Meeting & Events Operations Manager** at 1 Hotel Mayfair, you will lead the planning and execution of all on-site meetings, conferences, and special events. You will serve as a key operational leader within the Food & Beverage division, ensuring that each event—from intimate boardroom gatherings to large-scale celebrations—is delivered to the highest standards of service, style, and sustainability. Working closely with the F&B leadership team, you will oversee all aspects of event operations, from logistics and execution to guest satisfaction and upholding the core values of the 1 Hotels brand.

Operational Oversight:

- Manage the end-to-end execution of all hotel meetings and events, ensuring seamless coordination between sales, culinary, service, PPM and AV teams.
- Maintain a strong on-the-floor presence during event set-up, execution, and breakdown, ensuring brand standards and guest expectations are met or exceeded.
- Serve as the primary contact for internal and external clients during the planning and execution phases.
- Overseeing the 1st floor events space, guest rooms and Nightingale areas to ensure standards are met and guest satisfaction.

Guest Experience & quality Control:

- Uphold the highest standards of hospitality, ensuring personalized and flawless event experiences.
- Monitor event flow and guest feedback in real-time, resolving issues promptly and professionally.
- Ensure consistency in room setups, service delivery, and overall event ambiance.

People Management:

- Lead and inspire a team of event supervisors, servers, porters, and bartenders.
- Oversee third party agency workers and support F&B venue HOD's to ensure adequate staffing levels are applied to key events.
- Oversee scheduling, training, and development to ensure operational efficiency and service excellence.
- Collaborate with HR to manage performance reviews, team morale, and compliance with employment policies and legal standards.

Administrative & Financial Oversight:

- Manage event-related budgets, including labor costs, vendor services, and equipment rentals.
- Review BEOs and plan along with Senior F&B team to support special venue events
- Revise billing when required and maintain post-event reports to ensure accuracy and financial accountability.

Remit:

- Oversight of all first floor and Nightingale events alongside the core M&E operations team.
- Overview and support of allocated F&B Venue buyouts/events alongside the venue HOD (To be determined in weekly BEO meeting)

Why Choose Us?

Our culture is caring and thoughtful, and we deliver good-natured and informed service, perfectly executed to evoke a sense of fulfillment and well-being. As a part of our team, you can look forward to activities and perks that drive your passion for nature such as:

- Designed by Nature work environment
- Health & Wellness- EAP program
- Career Advancement- Were growing rapidly and with growth comes advancement opportunities (around the globe)!
- SH University - Offers eligible team members a chance to grow and flourish from obtaining professional development and courses/certifications through our exclusive online learning educational platform.
- Team Member Recognition program - Earn rewards and pay it forward, while doing all the good you can!

This is a critical role within the 1 Hotel Mayfair team, requiring operational excellence, creativity, and a service-first mindset. You will play a central part in shaping memorable guest experiences while upholding our brand's commitment to sustainability, authenticity, and well-being.

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Portfolio of Written Tasks

Programme: Cert HE Business Skills for the Workplace

Module: Employability and Career Development

Module Code: LCLM4005

Student Name: Mohammed Minhajul Abedin Raza

Student ID: 2514288

Lecturer name: Inderjit Grewal

Task 1: Job Advert Analysis and Key Skills

Selected Job Advertisements

For this task, I selected two London-based positions within event operations and hospitality. The first is the **Events Operations Manager** position at St Clement, while the second is the **Meeting and Events Operations Manager** position at 1 Hotel Mayfair. Both roles are full-time positions and involve responsibility for coordinating events, supporting teams and maintaining high standards of customer service. These positions were selected because they reflect my interest in developing a career in event operations and eventually progressing into a management position.

Area	St Clement – Events Operations Manager	1 Hotel Mayfair – Meeting and Events Operations Manager
Main requirements	Managing private events, supervising floor operations, leading shifts and maintaining safety standards	Planning events, coordinating departments, managing client accounts and monitoring budgets
Key skills	Leadership, communication, delegation, problem-solving and customer service	Planning, communication, teamwork, financial awareness and time management
Required knowledge	Food safety, health and safety, point-of-sale systems and luxury service standards	Event management systems, KPIs, procurement and budget monitoring

Although the responsibilities of these two jobs are different, there are some common skills that can serve as transferable skills.

For example, communication and leadership are very important skills for an event planner, as they often have to work with different groups of people and lead them to achieve the common goal of organizing an event.

In addition, skills such as organizational skills, problem-solving, and time management are also transferable, as events usually require a well-structured schedule to complete on time, and unexpected problems constantly arise during the event.

Application of a Key Skill

Among the two general skills, I would like to improve my communication skills.

In a career in event management, communication skills will be very important in instructing staff, meeting customer needs, and communicating with other departments in the organization.

Moreover, establishing an effective communication channel to convey any information to another person in a short time will be essential.

For example, if I have to host a banquet, I will need to instruct my service staff before serving customers.

If any changes or corrections are needed in my initial instructions, it will be essential to communicate those changes quickly. Also, good communication is necessary to encourage teamwork in the workplace, eliminate misunderstandings, and provide quality customer service (Daniels, 2022).

Therefore, this communication skill set will be considered a transferable skill for me to effectively manage my future organization.

Task 2: Self-Assessment and Employability Analysis

SWOT Analysis

A SWOT analysis provides a structured way of evaluating personal strengths and weaknesses while also considering external opportunities and threats. It can support career planning by helping an individual understand their current abilities and identify areas that require further development (Cottrell, 2021).

Strengths

Weaknesses

Good written communication and academic report-writing ability

Lack of confidence when speaking to larger audiences

Teamwork and collaboration during group assignments

Limited knowledge of advanced Excel functions

Effective planning and ability to meet deadlines

Limited confidence when taking leadership responsibility

Analytical thinking and practical problem-solving

Limited professional networking experience

Opportunities

Threats

University workshops and career-development activities

Strong competition for graduate positions

Online Excel and professional skills courses

Increasing demand for digital and technical skills

Career fairs and networking events

Limited professional experience compared with some applicants

Volunteering, internships and part-time employment

Changes in employer expectations and workplace technology

Evidence of My Strengths

One of my main strengths is teamwork. I worked with other students while developing a team business proposal and contributed to the successful completion of the project. Our team achieved 78% marks. This is a testament to my ability to contribute effectively to team academic work. I tried to understand the skills of different team members so that tasks could be divided appropriately. Teamwork is important because in order to work successfully in the workplace, employees need to cooperate and support each other (Belbin, 2010).

Another strength of mine is planning and time management. Academic work requires completing various tasks within a specific time frame. I have developed a habit of

organizing my study tasks and dividing the time required for different tasks. This helps me to complete my work on time and at the same time maintain an acceptable quality of work.

These skills can also be used in event management, where specific schedules and deadlines are very important. I also consider problem-solving skills to be a strength. When doing academic work, I try to analyze the necessary issues first and then select the appropriate solution.

This approach can also be useful in the workplace, because when an operational problem arises, employees may need to find a solution quickly.

Evidence of My Weaknesses

One of my weaknesses is my fear of public speaking. First, when I was asked to give a proper speech and present my solution at the last seminar, I was scared.

Secondly, my colleague noticed that I sometimes had difficulty listening.

Therefore, it is very important to improve my speaking skills and persuasiveness, so that I can present my information effectively and influence the audience. After all, knowledge of communication and presentation techniques and media is one of the essential skills of a good manager (CIPD, 2023). Another weakness of mine, which I would like to improve, is my Excel knowledge. Although I am confident in using this program, I do not know some advanced Excel topics well, such as pivot tables, V-lookups, and many more.

However, some of my colleagues have advised me to study advanced Excel topics well. Most importantly, working with data is a major part of a manager's job. So, advanced Excel skills like pivot tables, v-lookups and more will put me ahead of my peers and help me work more efficiently and effectively in budget management.

Finally, I want to improve my assertiveness, leadership and related skills. Although I am quite confident in my ability to work with people in general, I realize that leadership is not my strong point, while event management seems to be my main and only area of expertise. Therefore, in order to gain sufficient leadership skills and knowledge, I need to improve my leadership qualities and abilities specifically in the area of event management.

Using Opportunities to Address Threats

Various opportunities can be created to overcome the above weaknesses.

University workshops can be used to practice public speaking skills and gain feedback on them. It is also possible to acquire sufficient knowledge of Excel without significant costs through online training. Career fairs and networks provide opportunities to establish valuable contacts and gain information about industry needs. In addition, work experience, voluntary work or part-time jobs can also be considered. This will enable an individual to acquire additional skills such as teamwork, communication and planning outside of an institutional environment. In addition, it will also help to reduce the risks associated with a lack of experience.

Finally, continuous professional development is essential, as most organizations are now looking for professionals who are constantly updating their knowledge and skills in relevant digital tools (CIPD, 2023).

The analysis of the above strengths and weaknesses suggests that adequate levels of teamwork, planning, problem-solving and other transferable skills have been demonstrated. However, there is still a need to improve public speaking skills, knowledge, leadership and networking skills. Self-assessment can identify areas that need improvement, which in turn provides motivation to update employable skills (Cottrell, 2021).

Task 3: Career Goals and Personal Development Plan

Career Goals

Short-term goal:

In the short term, i.e. within the next 6-12 months, I want to take significant steps to improve my Excel skills and gain more confidence in public speaking and presentation making. Both of these goals directly address my two most important areas identified in the SWOT analysis. Furthermore, I believe these goals are the most relevant, as they will enable me to achieve greater professional and educational success.

Long-term goal:

Within three years, I aim to obtain a graduate-level position in event operations, hospitality management or business administration. This goal reflects my interest in operational management and would provide opportunities to develop greater responsibility and leadership experience.

Personal Development Plan

Development Area	Action	Timeline	Resources	Measure of Success
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Advanced Excel	Complete an intermediate Excel course and practise PivotTables and lookup functions	3 months	Online course and practice datasets	Course completion and successful completion of practical Excel tasks
Public speaking	Attend communication workshops and volunteer for presentation roles	4 months	University workshops and peer feedback	Improved presentation feedback and greater confidence
Leadership	Take responsibility for coordinating a small group task	6 months	Group projects and university activities	Successful completion of a coordinated activity
Interview skills	Complete mock interviews using common graduate interview questions	2 months	University career service	Improved feedback from mock interviews

This development plan is good because it does not just mention weaknesses but also talks about effective steps. By adopting this plan and gaining the necessary training, feedback and experience, I can acquire the necessary skills for my desired career. This plan can also help me reach the desired goals from my current position in my professional life.

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