



# LA MARE WINE ESTATE

— JERSEY —

## JOB DESCRIPTION

Job Title: **Catering & Events**, La Mare Wine Estate  
Reports to: The Head of Sales & Events  
Line Management: Supervisors and team members within the café, events and tourism.

### **Introduction**

La Mare Wine Estate and Distillery is a unique venue situated in the beautiful Jersey countryside, comprising a working estate of vineyards, orchards and beautiful grounds. Established in 1972, La Mare has grown from a small vineyard into a busy tourism attraction, wedding and corporate venue as well as producing a range of local products. Set in the peaceful grounds of a traditional 18th-century granite farmhouse, La Mare Wine Estate is a working 25-acre domain, committed to creating the very best wines, ciders and spirits, along with hand-made preserves, fudge, chocolates and Jersey Black Butter, produced within the Genuine Jersey range.

The estate itself is a fascinating combination of history and tradition. It consists of historic buildings and beautiful gardens; extensive vineyards and orchards; function rooms, a winery, distillery and estate kitchens which produce genuine jersey produce. The Estate offers the highest quality Weddings, Corporate Events, Tours and Tastings and produces a range of delicious products all made on the Estate. In addition to the main Estate, the company also has retail outlets situated in King Street and airside at the Airport selling products from the Estate range plus other genuine Jersey products.

### **1. Job Purpose: The Role**

The Catering & Events Manager plays a pivotal role at La Mare Wine Estate, reporting directly to the Head of Sales and Events. This position focuses on achieving sales targets, ensuring profitability, and upholding the highest standards of customer service for all customer-facing activities. In addition to this, the role entails supporting the Head of

Sales & Events in identifying and capitalizing on new business opportunities for both corporate and private events.

The primary goal of the Catering & Events Manager is to provide an exceptional customer experience, ensuring that every event hosted at the estate exceeds expectations. This role also involves leading and developing the customer-facing team, overseeing their training, development, and performance.

Additionally, administrative responsibilities such as cashing up, ordering from suppliers, updating POS systems, and managing staff rotas are integral to the role. Close communication with wedding couples and event organisers is essential for planning and delivering flawless events.

### **Role Focus:**

- Catering: 30%
- Events: 30%
- Tourism: 15%
- Office/Administration: 25%

(Note: This breakdown is an estimate and will fluctuate seasonally.)

## **2. Responsibilities – Accountabilities**

### **2.1 Team Management**

- Lead and manage teams across all operational areas, including scheduling rotas, providing training, facilitating internal communication, and overseeing performance management.
- Focus on developing a cohesive, motivated team capable of delivering exceptional customer experiences.
- Provide day-to-day coverage for team leaders during busy periods, annual leave, or sick leave.

### **2.2 Financial Management**

- Work closely with the Head of Sales and Events to establish financial targets for the Café, Events, and Tourism departments.

- Monitor and control expenditures, analyze financial variances, and take corrective actions as needed to achieve financial objectives.

### **2.3 Event Management**

- Oversee the entire customer journey for events, from initial consultation and budget setting to liaising with third-party suppliers and delivering a high-quality experience.
- Ensure seamless event execution by managing expectations and collaborating with the Head Chef and management team during briefing sessions.

### **2.4 Tourism Liaison**

- Partner with the Tourism Supervisor to ensure a consistently high-quality experience for all visitors to the estate, contributing to a memorable customer experience.

### **2.5 Product Knowledge**

- Maintain in-depth knowledge of all La Mare Wine Estate products and services, ensuring accurate and informed guidance for clients and staff.

### **2.6 Health and Safety Compliance**

- Ensure adherence to health and safety policies, with the necessary presence of trained first aiders and fire wardens across the team.

### **2.7 Business Support**

- Provide operational support as needed across various areas of the Estate, ensuring business continuity and meeting the needs of the estate as they arise.

### **2.8 Reporting**

- Prepare and present regular reports on departmental activities to the Director, providing insights and analysis for decision-making.

### **2.9 Cost Control and Reporting**

- Maintain control over operational costs, sales performance, and budget forecasts, ensuring alignment with departmental and organizational goals.

## **2.10 Front of House Leadership**

- Be a visible leader Front of House, acting as the face of the La Mare brand at all customer touchpoints and events, both on and off-site.
- Address customer complaints swiftly and professionally, ensuring a resolution that maintains a high level of customer satisfaction.

## **2.11 Estate Experience Delivery**

- Take ownership of delivering the full Estate Experience, promoting the brand and ensuring customer satisfaction.
- Maximize opportunities to utilize the estate's product range during events, ensuring all aspects of the Estate are showcased to clients and guests.

## **3. Skills – Knowledge – Experience**

### **3.1 Management Experience**

- Proven leadership experience in a customer-facing environment, with a demonstrated ability to manage operations and drive profitability year-over-year.

### **3.2 Budget Management**

- Strong experience in budget management, with a track record of handling volumes exceeding £100,000 per annum.

### **3.3 Interpersonal and Influential Skills**

- Exceptional interpersonal skills, with the ability to manage, motivate, and inspire staff while maintaining a strong focus on customer service excellence.

### **3.4 Leadership and Motivation**

- Energetic and driven, with a talent for keeping teams motivated and focused on delivering high standards.

### **3.5 Cross-functional Collaboration**

- Skilled in working across departments, fostering collaboration, and ensuring smooth communication between teams.

### **3.6 Creative Problem-Solving**

- A creative and open-minded approach to overcoming challenges and delivering innovative solutions.

### **3.7 Relevant Qualifications**

- Formal training in hospitality or a related management discipline is desirable, adding to the expertise required for this role.

Exceptional organizational and communication skills are essential for transforming ideas into successful outcomes. Strong project management and time management abilities are required, along with the capacity to communicate clearly and effectively at all levels, both verbally and in writing.

This is a salaried position with a standard workweek of five and a half days, with an expected increase to six days per week during peak summer months, and a reduction to five days per week in the winter. As the role is critical for hands-on event management, as well as overseeing café and tourism operations, it will involve frequent weekend and evening work to ensure smooth operations and delivery of services.