

## About the Role

As Carousel's head of event operations, you will be responsible for delivering our revolving calendar of award-winning events on Charlotte Street; 250+ annually, for a variety of clients, from big name brands and leading corporates, to food-loving couples in search of the quintessential London wedding experience.

You'll also play a key role in growing our off-site events arm, including creative projects like our Wilderness pop-up, our WildKitchen series at Guy Ritchie's Wiltshire estate and our Chef x DJ series, {PAIRED}, at Tate Modern.

At Carousel we take pride in doing events differently. Unlike conventional event venues we offer a wide range of additional extras, all done in-house to the highest standard, thoughtfully and creatively; from restaurant-quality food and drink to friendly staffing and creative in-house production.

You will lead, manage and develop our bright and energetic young events team, working closely with the kitchen to shape distinctive culinary experiences for our guests. That means co-creating our seasonal events menus, plus an array of bespoke briefs for household names from the F&B, fashion, beauty and travel industries.

We are a small team delivering extraordinary results. As well as working behind the scenes to continue improving our processes, shaping our future strategy and keeping the all-important GPs in line, you will play a hands-on role overseeing the organisation and execution of our events, from creative event design and styling to water-tight (and -proof!) call sheets and accurate budgets.

As this is a key role within Carousel we're looking for an ambitious, inspiring leader, ideally with a hospitality background and experience in managing people. We take pride in developing talented people, so you don't need to be the finished article (yet), as long as you're hungry to learn and ready to take ownership of this thriving, industry-leading part of our business.

## About you

The beauty of Carousel is that no two days here are ever the same. Achieving this takes careful planning and meticulous choreography, juggling multiple spaces and multiple moving parts. We are looking for someone with excellent interpersonal and organisational skills, and an unflinching ability to think calmly and creatively under pressure. An enthusiastic, positive, can-do attitude is essential.

This role is all about being great with people, so a friendly personality and a good sense of humour are key. We need confident and adaptable problem solvers who will take ownership of a situation in order to deliver the best outcome. And last but not least we need you to share our ambition to be the best in the business. Like the rest of the Carousel team, you will be responsible for upholding our core values: family, care, support, confidence, creativity and fun.

## Key Responsibilities

- Overseeing end-to-end production of Carousel's event calendar, managing the entire lifecycle from sales to creative design, styling, execution and feedback loops
- Leading the training and development of Carousel's event production team
- Booking and managing all front of house and support staff
- Managing our relationships with third party partners and suppliers
- Ensuring glowing client feedback, building lasting relationships with key partners
- Running a tight and effective operation, ensuring the business hits its target revenue, SPH and GP KPIs without compromising on our values
- Being an integral member of Carousel's leadership team, actively contributing to strategic discussions and shaping the company's evolution
- Streamlining internal processes to optimise event operations, improving overall efficiency
- Overseeing H&S compliance and managing allergens and the development of new menus with our kitchen team
- Owning interiors styling and floral design across all of our spaces
- Providing a warm, friendly, and knowledgeable service to every single client

## Key Skills

- Positive attitude and a hunger to learn
- Flexibility and adaptability on the job
- Problem solving
- Great communication and relationship building

## Perks

- Work across award-winning events from smaller scale parties to high production activations
- Daily home cooked staff meals (including breakfast for early birds)
- Bottomless hot drinks
- 50% off in the Wine Bar
- Friends & Family discounts
- Quarterly £200 voucher to spend in the Guest Chef restaurant
- 28 days off (paid), including bank holidays, plus extra days off between Christmas & New Year
- Additional half-day off on your birthday
- Additional holiday days for every year (after three years of service)
- Cost price wines
- Regular staff socials
- Investment in training to develop key skills (eg WSET, floristry, management training)

## How To Apply

If you think you fit the bill, please send a CV and covering letter to [info@carousel-london.com](mailto:info@carousel-london.com). Make sure you let us know why you specifically want to work with us. We look forward to hearing from you. Good luck!