

Executive, Onboard Events (Cunard Guest Experience)

Role Description:

Plan and coordinate on board events for Cunard fleet ensuring a guest focused approach and a coordinated and collaborative approach with the shipboard teams and event organisers.

Working with Brand teams, Guest Services, International offices and the ships in creating and planning of on board activities including travel agent and Cunard prospect visits, media and filming requirements, group bookings, scattering of ashes and VIP requests.

Maintain a yearly function calendar for the fleet and develop events planners to detail all on board activity.

RUI:		Grade: CUK 10	DBS check required	Not Applicable
Directorate:	CUK	Reports to:	Cunard Guest Experience Planning & Events Manager	
Function:	Cunard Guest Experience	Team:	Cunard Onboard Guest Experience	
Direct reports :	Job Titles & Level <ul style="list-style-type: none"> n/a 			

Professional Responsibilities

- To provide expertise and support for the Cunard fleet, Internal teams, International teams and Brand team in all aspects of on board events including travel agent and Cunard prospect visits, media and filming requirements, group bookings, scattering of ashes and VIP requests.
- To be the liaison between the ships, event requester and other relevant service teams where appropriate.
- To compile and maintain on board function/events documentation and communication to all stakeholders.
- Liaise with On board Guest Experience team to confirm suitable dates in advance for ship visits for travel agents and potential passengers.
- Hold monthly meetings and conference calls with stakeholders to review all requirements.
- Regularly meet with Events Managers on board to review any upcoming events.

Guest Responsibilities

- To promote and maintain excellent customer relationships and to ensure the needs of the customer are at the fore as part of the decision making process.
- To work with third parties in order to coordinate their product requirements.
- Liaise with guests who wish to hold celebrations/parties on board.
- To promote good inter-Departmental relations

Administration Responsibilities

- To compile and maintain function/events documentation and to be responsible for the communication of this to stakeholders
- To liaise with Brand Services on pricing of all costs related to functions on board including food and beverage
- To play a central coordination and communication role between ship and shore including collating, assimilating and disseminating information.
- To take a project management approach to planning, developing and completing workload, to ensure all work is delivered on time.

Health, Environment, Safety, Security (HESS) Responsibilities

- Lead by example by taking care of the health and safety of you and others

- Report all accidents, 'near miss' incidents and work related ill health conditions to your manager/supervisor/team leader
- Follow safety rules and procedures
- Use work equipment, personal protective equipment, substances, and safety devices correctly
- Take part in safety training & risk assessments and suggest ways of reducing risks
- Appoint shore side risk assessment Subject Matter Experts as required to review and approve risk assessments
- Actively promote safe working within your team and encourage safe behaviours
- Demonstrate safety leadership in accordance with our safety leadership behaviours

General Responsibilities

- Adhere to Corporate Policies and Procedures, including Code of Conduct, Audit Procedures and any control related responsibility for financial data entered, stored, or reported via business systems within employee's control (list not exhaustive).
- Undertake ad hoc duties as required.

Scope:

Problem solving:

- Is professional and confident communicator, able to build strong, positive relationships to work with a wide range of stakeholders
- Excellent organisational skills, ability to manage workload and prioritise the day to day and project related activities
- Able to take a balanced approach to decision making, identifying and proposing solutions to any associated risks and issues.
- Strong written and oral communication skills as this role interacts with a wide and large number of stakeholders, at all levels. Accurate and clear communication is essential in ensuring the output is interpreted correctly and appropriate actions understood

Impact:

- Manage effective stakeholder relationships
- Support the planning and delivery of on board functions and events.
- Delivers quality and strives for continuous improvement

Leadership:

- The role has no direct report/management responsibilities

Demonstrable Behaviours:

- Self-motivated and proactive, taking responsibility for their own workload.
- Active and confident communicator, able to adapt content and style as appropriate with the ability to influence people.
- Well organised and able to meet strict deadlines. Able to sort and prioritise work in order to balance the day to day requirements with longer term planning requirements.
- Outstanding customer service attitude. Willingness to help others and responsive 'can-do' attitude.
- A team player able to establish good working relationships with a wide range of stakeholders.
- Flexibility towards working hours, including overseas travel as appropriate for the delivery of role including ship and yard visits.

Knowledge, Experience and Qualifications required:

Qualifications – essential:

- A well rounded education background including a good level of numeracy and Literacy at GCSE level (or equivalent)

Knowledge/ Experience – essential:

- Ability to cope with multiple activities and timelines across a wide stakeholder and functional range. Being

Qualifications – desirable:

- Education illustrates focussed bar/catering/leisure management background

Knowledge/ Experience – desirable:

- Experience in Event Management or Conference & Banqueting

<p>able to sort and prioritise work is an essential skill as is the ability to manage the day to day work requirements with the longer term developmental work.</p> <ul style="list-style-type: none"> • Good Computer skills to include Microsoft Word/Excel/email. 		<ul style="list-style-type: none"> • Understanding of the ship environment • Experience of planning, developing and delivering projects 		
Issue Date:	28 January 2020	Issued by:	Dianne Terra-Ross – Planning & Events Manager (Cunard Guest Experience)	
REWARD ONLY	Grade:	RUI:	Date Approved:	Initials: