



Falkland Islands Government – Job Description

Job Title:	Events/Residence Manager		
Department:	Development & Commercial Services	Section:	Government House
Reports to:	Head of the Governor's Office		
Grade:	Falkland Islands Government Grade – F	Job Code:	750HM1

Job Purpose

The efficient and effective organisation and management of official events including management of guest lists and invitations and the management of household staff. Maintenance of inventories, procurement of household goods and beverages ensuring value for money. Ensuring that the household is properly managed and maintained.

Main Accountabilities:

Staff Management:

- Management of 10 staff - 2 permanent housekeeping staff, the Chef and 7 part-time staff – in-line with FIG management code.
- Management of FIG staff training to ensure direct reports receive essential upskilling (first aid, fire safety, HSE) and that top up training is arranged to maintain standards.
- To identify other training needs and arrange courses where training would enhance service delivery.
- Supervision of staff, ensuring household duties are carried out to a high standard.
- Recruitment and maintenance of casual staff register.
- Annual reporting on Residence permanent staff in line with FIG management practice.

Receptionist:

- To act as office receptionist/telephonist as first point of contact for visitors to GH including all South Georgia Government visitors;
- Manage the procurement process for GH and SGSSI – ensuring accurate records are kept and all procurement is in-line with FIG/FCO codes of conduct;
- Deliver regular updates to the progress of events and meetings for GH/SGSSI;
- Manage meeting requests with staff to ensure hospitality requirements are met.

Event Management:

- Manage all GH events including SGSSI official receptions etc. gaining VFM for FIG and FCO;
- Lead on the establishment of youth group events for GH;
- Tour guide and host where appropriate for official events, veteran and MoD visits;
- Ensure guest lists are drawn up which meet the objectives of the event;
- Issue invitations and collate responses keeping staff updated on numbers attending;
- Maintain accurate record of dietary requirements to ensure the Residence Chef is properly advised;
- Manage staff to cover events and that Residence staff are fully briefed and trained to handle the events (there has been a 20% increase in receptions since 2017);
- Oversee the Residence Chef in the preparation and implementation of the menus for all official events, ensuring an accurate record of costs of each event is kept.
- Supervision of staff, ensuring household duties are carried out to a high standard.
- Recruitment and maintenance of casual staff register.
- Annual reporting on Residence permanent staff in line with FIG management practice.



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Job Title: Events/Residence Manager

Main Accountabilities: *(continued)*

FIG pay and overtime:

- Management of all FIG accounts and budgets. Support FCO account manager as and when required in the formulation and delivery of accurate forecasts for all GH staff, hospitality and maintenance;
- Ensure overtime records are accurately maintained and submitted as necessary;
- Ensure leave and TOIL records are accurately maintained.

Stock Control:

- Maintaining and accounting for all official stocks for GH including alcoholic/soft drinks ensuring value for money;
- Procurement of essential household cleaning products/equipment and staff uniforms ensuring funding is available within the budget allocation;
- Maintain an adequate fuel supply.

Official Visitors:

- Meet and greet official overnight visitors, ensure needs are met to ensure a comfortable stay.

Additional duties:

- Be aware of, and ensure staff meet and follow Health and Safety standards in the Residence. Maintain and update the Government House inventory including Government House art collection to complete annual returns. Report maintenance issues as necessary.
- In liaison with the Governor's PA responsible for the arrangements for FIG funded internal travel and accommodation of Governor and for liaison with the Governor's spouse/partner on any programme visits or events taken on individually.
- Undertake local and online training courses as required.

The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.

Additional Information:

The incumbent has to be flexible to meet the varying needs of a wide range of events/visitors, it would suit an outgoing individual who is comfortable meeting a wide range of people and has an understanding of protocol and correct mode of address. Given the nature of the role the incumbent may be required to, on occasion, work overtime for which TOIL will be given.



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Criminal Record Checks: *(This post is regarded as a sensitive post)*

All applicants for Government posts will be asked to disclose convictions upon application. Criminal records will only be considered for recruitment purposes when the conviction record is relevant. Having an 'unspent' conviction will not necessarily bar a candidate from employment. This will depend on the circumstances and background to the offence(s).

Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers. Failure by a candidate to reveal information that is directly relevant to the post applied for could lead to the withdrawal of an offer of employment.



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Person Specification:	Events/Residence Manager		
Criteria	Essential	Desirable	Assessment Method
Education and Training:			
Level 3 Qualification (Certificate, Diploma or NVQ) in a relevant discipline (Event Management, Business Administration) or demonstrable experienced gaining in a similar role.	✓		A
GCSE's (or equivalent) at C Grade or above, including Maths and English	✓		A
Clean valid driving licence	✓		A
Knowledge, Skills and Experience:			
Able to demonstrate a good level of proficiency in core IT skills (such as use of Word and Excel)	✓		A/I
Possesses strong numerical skills and has at least 3 years' previous experience as a book-keeper or budget controller/administrator (preferably within FI Government service)	✓		A/I
Capable of communicating fluently in English in a clear, confident and courteous manner, both in person and on the telephone	✓		A/I
Proven ability to communicate effectively in writing and can produce clear, concise documentation both electronically and in handwritten form	✓		A/I
Can demonstrate effective interpersonal skills and ability to build and maintain effective working relationships with individuals at all levels	✓		A/I/R
Proven ability to act with discretion, integrity and confidentiality and able to display a clear awareness of local politics	✓		A/I
Ability to work under pressure and maintain a quality output	✓		A/I
Ability to work effectively in a small team, sometimes with minimum supervision, and who can contribute positively to the team spirit	✓		A/I
Has a demonstrable and keen knowledge of the local community and customs	✓		A/I
Previous experience as a secretary and/or events organiser		✓	A
Evidence of recent training or experience in a customer-facing role		✓	A/I
Personal Attributes:			
Neat, tidy and well groomed	✓		I
Self-starter and a problem-solver, with drive and commitment to see a task through to completion	✓		I/R

Method of assessment:

A - Application Form

I - Selection Interview

R - Reference