



## Role Profile

### Head of Hospitality

The Copenhagen Pride Parade is Denmark's biggest, most colourful and most diverse human rights manifestation and for more than 25 years has brought the campaign for equality and diversity to the streets of Copenhagen.

Each year Copenhagen Pride provides reserved areas for invited guests. These include representatives of our partners and sponsors, community organisations, political leaders, international activists, visitors and guests, and artists performing on our stages. The Head of Hospitality is responsible for ensuring that these areas are welcoming and well provisioned and that our guests have a relaxing and enjoyable time with us.

#### Core responsibilities

- Take responsibility for the strategic planning of our hospitality areas (typically a guest lounge and backstage area) during Pride and Winter Pride, including liaison with the Head of Bar Operations to plan for bar service in the hospitality areas
- Work with the volunteer management team to plan, recruit, train and deploy volunteers across all hospitality functions during events
- During Copenhagen Pride week take overall responsibility for the hospitality function, including volunteer deployment, catering, quality control, event management, access control and customer service
- Work with our partnerships team to fulfil the requirements of our partners, especially those supplying or promoting drink or other products for consumption in our hospitality areas
- Be an active member of our Fagansvarlig group, attending and contributing to meetings throughout the year, and work with the team in our Secretariat to deliver

To fulfil the requirements of the Head of Hospitality we anticipate you could expect to commit 3-4 hours per week throughout the year, with more hours from May to August.

During Pride week in August we will need you to contribute more hours when our event is live. You may find that you wish to take time off from your full-time employment, for which a budget is available and remuneration can be paid.

#### Your skills and experience



- Experience of planning a busy customer-facing operation, probably in hospitality or retail
- Experience of managing a busy bar operation, not necessarily at an outdoor event but likely with several service points and a large team
- Knowledge of food and beverage hygiene, quality control, stock rotation and management
- Experience of dealing with guests including artists, politicians, funders, supporters and other major stakeholders with diverse needs and demands
- Experience of managing an area with access control and ensuring that only people with the correct permissions are able to access the area, working with security staff
- Ability to think fast but with clarity, and skill at problem-solving and diffusing difficult situations, such as when access to the Lounge has been denied to someone
- Computer literacy, especially with Gmail and Google Suite applications, is essential
- Basic understanding of project management and methods of recording tasks and progress
- Experience of working in a volunteer-led organisation, and of managing teams of volunteers
- Experience of working in a fast-paced and sometimes stressful environment and ability to stay calm and to bring calm to difficult situations
- Experience of working in a team and ability to take a collaborative approach
- Strong commitment to LGBTI+ equality, human rights and inclusion
- Fluency in Danish and English; proficiency in other languages is a bonus

### **Apply to be our Head of Hospitality**

Please send your resumé with a covering email explaining why you think this role is right for you, and your motivation to join the Copenhagen Pride team, to Benjamin Hansen (Organisational chairperson) at [Benjamin.hansen@copenhagenpride.dk](mailto:Benjamin.hansen@copenhagenpride.dk).