

# Floor Logistics Operative

## Manchester Central Convention Complex

Manchester Central is an award-winning venue in the heart of one of Europe's most vibrant cities; our vaulted arches and station clock have made our venue an iconic city feature for more than 140 years.

Our experienced team of professionals lead the industry with unrivalled service standards to help our clients create engaging, memorable experiences at events of all shapes and sizes.

### Your Role

**Competitive salary up to £20,592pa / 25 days holiday plus bank holidays / contributory pension scheme / discounted car parking**

Reporting directly to the Event Manager, this role is working on a full time, permanent basis, Monday to Sunday, 5 days out of 7.

Your duties and responsibilities will include but are not limited to:

- Setting up rooms for a variety of event types from small meetings to gala dinners in line with company standards and as per client specifications.
- The build and break down of stages and platforms ensuring event schedule deadlines are adhered to.
- Acting as a point of contact for Event Managers and Hospitality Event Managers during a live event, responding to requests and escalating potential problems where necessary.

The ideal candidate will have:

- Event industry experience and knowledge of event requirements.
- The ability to plan, prioritise and multi-task
- Excellent communication and interpersonal skills.

You must:

- Be self-motivated but with the ability to work as part of a team.
- Enjoy working in a fast-paced environment.
- Have a passion for delivering excellent levels of customer service.

### Apply

To apply for this exciting opportunity, please send a CV and covering letter including details of your current salary and two references to:

Ref: Floor Services Operative

FAO: HR Team

Email: [careers@manchestercentral.co.uk](mailto:careers@manchestercentral.co.uk)

Closing date for applications: 25 May 2022 (5PM). We reserve the right to bring this date forward if a sufficient number of suitable applications are received

Manchester Central is an equal opportunities employer. All applicants who meet the essential criteria and identify as having a disability in their covering letter will be guaranteed an interview.

# Job Description

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## Floor Logistics Operative

<b>Salary:</b>	£20,592 gross per annum
<b>Hours:</b>	Annualised 2080 hours (working on average 40 hours per week)
<b>Working pattern:</b>	Monday to Sunday 5 days out of 7
<b>Location and business area:</b>	Manchester Central - Events
<b>Aim of the role:</b>	To ensure that rooms, furniture and equipment are set up for events to client specifications and company standards.
<b>Directly responsible to:</b>	Event Manager
<b>Directly responsible for:</b>	N/A

### Main areas of responsibility

- To set up rooms for a variety of event types from small meetings to gala dinners in line with Manchester Central's standards and as per client specifications.
- To safely and efficiently move equipment and furniture around the venue as required.
- To build and break down stages and platforms ensuring that event schedule deadlines are adhered to.
- To create queuing areas for delegates to event specifications.
- To erect portable screening and move mobile walls to event specifications.
- To guide and direct agency and casual Floor Services team members
- To act as a point of contact for Event Managers and Hospitality Event Managers during a live event; responding to requests and escalating potential problems where necessary.

## About us:

Our purpose is to connect people, ideas, and business through meaningful and rich experiences.

Our customers choose Manchester Central because of the experiences we help them to create. We help them to make something happen – the energy and connection that creates memories.

We help them to grow their businesses – connecting with their customers, partners, suppliers, and employees. We bring people together to share ideas and make plans. We pay attention to the details so our clients can pay attention to their guests. What makes us different is the creativity, professional delivery expertise and passion of our team.

## The qualities of our people:

Our people are pretty fabulous. They really love our industry, our customers, and what we do. We have high expectations of each other and live up to the standards we've set.

The people who are happiest working for us want to get stuck in and make things happen for a great purpose. They want the challenge of a fast pace, lots of energy and a great team to work with.

We are a special group who have chosen to work together, and we share these characteristics:

- **Expert & specialist**  
We're highly respected and super proud of our level of expertise – making the complexity of what we do look effortless.
- **Flexible**  
We're all about innovation and trying new ways to create experiences for customers. We're really flexible to meet our customers needs.
- **Positive and energetic**  
There's a great energy across the business and sense of teamwork - it feels like a family. We have fun at work and there's plenty of social activity.
- **Ready to grow**  
Careers are important to us too – some of our senior leaders started out as team members and then progressed their careers.  
If people move on from working with us, they'll always have improved their skills and experience along the way.
- **Committed**  
Our people show huge levels of commitment for our customers, and they're determined to get the job done. Events always build up to a crescendo of activity, so it's not always easy. Even when there's pressure it's still a great place to work.

We have a Code of Conduct sets out the right way to do business at Manchester Central.



The reputation and integrity of our business is based on all of the decisions we've made, the way we manage our business and what we deliver. These actions and decisions have built up the trust we've earned with our customers, suppliers, communities and colleagues.

Our people pay attention to respect in our workplace, doing the right thing and safeguarding our company and each other.

# Person Specification

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Education and Qualifications	Essential	Desirable
Fork lift and scissor lift trained		✓
Manual handling qualification		✓
Experience		
Event industry experience and knowledge of event requirements	✓	
Skills		
Communication and interpersonal skills	✓	
Ability to use own initiative and exercise appropriate judgement	✓	
Ability to plan, prioritise and multi-task	✓	
Minute taking		✓
Advanced knowledge of Microsoft Office packages	✓	
Working knowledge of AutoCAD, CAFM Explorer, Adobe InDesign or Photoshop		✓
Personal Attributes		
Enjoys working in a fast-paced environment	✓	
Self-motivated but with the ability to work as part of a team	✓	
Passion for delivering excellent levels of customer service	✓	
Willingness to undertake a flexible working pattern as needed by the business	✓	