

## Assistant Event Manager 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 £28,500pa / 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. Rotas are provided at least 2 months in advance for the majority of shifts.

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

- Planning, managing and coordinating a variety of small to medium sized events including exhibitions, conferences, banquets and special events
- Ensuring event objectives and targets are achieved, potential income is maximised for Manchester Central, customer expectations are met and delivery is consistently to high standards
- Ensuring project plans, timetables and schedules are formulated for each event based on customer needs and that all debriefs and event reports are accurately maintained

The ideal candidate will have:

- An excellent understanding and experience of managing and delivering a variety of events at a similar level and to high standards
- Previously managed event health and safety
- Worked to and met tight deadlines

You must:

- Have experience of leading multi-disciplined teams to achieve set objectives
- Be committed to delivering high standards with enthusiasm
- Remain calm under pressure

### Apply

To apply for this exciting opportunity, please send a CV and covering letter:

Ref: Assistant Event Manager

FAO: HR Team

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

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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## Assistant Event Manager

<b>Salary:</b>	£28,500pa
<b>Hours:</b>	37.5 hours per week
<b>Working pattern:</b>	Monday to Sunday, 5 days out of 7.
<b>Location and business area:</b>	Manchester Central Convention Centre – Events
<b>Aim of the role:</b>	The main aim of this role is to ensure the successful delivery of event related activity within Manchester Central, continually delivering an exceptional level of customer service to all clients so that expectations and needs are achieved and exceeded; and to ensure the team and organizational objectives and KPIs are achieved.
<b>Directly responsible to:</b>	Event Manager
<b>Directly responsible for:</b>	N/A

## Main areas of responsibility

- To manage and coordinate a variety of small to medium sized events including exhibitions, conferences, banquets and special events, in line with respective pre-agreed portfolios and the events process map, ensuring that customer expectations are met, and that delivery is consistently to high standards
- To support the Senior Event Managers and Event Managers when working on large events
- To ensure that event objectives and targets are achieved, potential income is maximized for Manchester Central, and that all clients receive exceptional service and 'added value' wherever possible to encourage repeat business
- To ensure that project plans, timetables and schedules are formulated for each event based on customer needs and that all debriefs and event reports are accurately maintained
- To effectively plan, manage and deliver allocated events in a timely manner by ensuring;
  1. The process map target dates for event aspects are continually achieved, taking prompt corrective actions to minimize any event variances;
  2. The completion of budget sheet forecasts detailing any reasons for deviations and noting the corrective actions taken;
  3. The client is informed/aware of who the point of contact is on event days;
  4. A full debrief is undertaken post event and any follow-up actions are completed within agreed timescales. Achievement of service excellence in all aspects of event delivery by ensuring a clear and standardised approach to the undertaking of 'on the floor' checks for each event to include
  5. Hourly 'walk arounds' of the whole event space including but not exclusively Front of House (FOH) areas, Back of House (BOH) event areas, organisers offices, toilets, the forecourt and the slip road
- Ensuring all cleaning activities have been undertaken regularly and as required; the identification and prompt response to any health and safety issues and the continual monitoring of all event staff and contractors
- Being present on the floor for the first 15 minutes of each refreshment break so that queue numbers and times are effectively monitored, assisting wherever necessary to minimize potential service delays; ensuring the catering operation is running effectively and to schedule and that all food items are served as per the catering event schedule
- Work together with the Hospitality Event Manager to ensure the catering service is delivered as expected and agreed by the client, rectifying any issues arisen.

- To undertake professional and timely client communications including taking concise and accurate briefs, leading clear and informative presentations and offering creative and technical input to improve service support and delivery to clients
- To ensure compliance for all events in areas such as health and safety, environmental, accessibility and licensing ensuring that all statutory and legislative requirements are adhered to at all times
- Act as 'Duty Manager' for events with full site responsibility during tenancy periods and during allocated shifts as per the Events Team rota ensuring;
  1. Responsibility as Incident Controller for any incident within the building, such as accident, protest, fire evacuation or any other event matter requiring management intervention
  2. Timely coordinated and appropriate operational response to any of the above
  3. Emergency Services are informed of your Duty Manager/point of contact responsibility during any incident
  4. Effective and timely communication with SMT, initiating crisis communications procedure as appropriate
- To generate statistical data regarding events as required using internal processes and databases
- To ensure all required records, documentation and correspondence are maintained for each event

## 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

Education	Essential	Desirable
Events Management related degree		✓
IOSH/NEBOSH qualification		✓
Experience		
Demonstrable track record of managing and delivering a variety of events at a similar level and to high standards	✓	
Managing event health and safety	✓	
Working within forecasted budgets		✓
Leading multi-disciplined teams to achieve set objectives	✓	
Working independently and as part of a team	✓	
Working to and meeting tight deadlines	✓	
Skills		
Microsoft Office to intermediate level	✓	
Interpersonal	✓	
Demonstrate a customer centered approach to delivery	✓	
Negotiation	✓	
Influencing	✓	
Planning	✓	
Ability to use AutoCAD		✓
Personal Attributes		
Calm under pressure	✓	
Excellent communication skills – written and verbal with the ability to communicate at all levels	✓	

Respectful of a diverse range of people	✓	
Ability to demonstrate sensitivity, diplomacy and tact	✓	
Ability and preparedness to work flexibly	✓	