

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 £32,000pa / 25 days holiday plus bank holidays / contributory pension scheme / discounted car parking

Reporting directly to the Senior 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:

- Managing and coordinating a variety of events including Exhibitions, Conferences, Banquets and Special Events
- Ensuring that event objectives and targets are achieved and potential income is maximised for Manchester Central
- Effectively monitoring and forecasting event budgets, ensuring that events are delivered to requirements, within allocated budget

The ideal candidate will have:

- A proven track record of managing and delivering a variety of events at a similar level and to high standards
- Experience of working within forecasted budgets
- Experience of managing event health and safety

You must:

- Be committed to delivering high standards with enthusiasm
- Remain calm under pressure
- Be an excellent people manager – able to motivate and lead a team in a fast moving and challenging environment

Apply

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

Ref: Event Manager

FAO: HR Team

Email: 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

Event Manager

Salary:	Up to £32,000pa
Hours:	37.5 hours per week
Working pattern:	Monday to Sunday 5 days out of 7
Location and business area:	Manchester Central - Events
Aim of the role:	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 organisational objectives and KPIs are achieved.
Directly responsible to:	Senior Event Manager
Directly responsible for:	N/A

Main areas of responsibility

- Managing and coordinating a variety of 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.
- Ensuring that event objectives and targets are achieved and potential income is maximised for Manchester Central, and that all clients receive exceptional service and 'added value' wherever possible to encourage repeat business.
- Effectively monitoring and forecasting event budgets, ensuring that events are delivered to requirements, within allocated budget and that potential variances are promptly identified and addressed appropriately, escalating issues or concerns as appropriate.
- Ensuring that project plans, timetables, schedules are formulated for each event based on customer needs and that all debriefs, and event reports are accurately maintained.
- Effectively planning, managing and delivering allocated events in a timely manner by ensuring:
 - The process map target dates for event aspects are continually achieved, taking prompt corrective actions to minimise any event variances;
 - The completion of budget sheet forecasts detailing any reasons for deviations and noting the corrective actions taken;
 - The client is informed/aware of who the point of contact is on event days;
 - A full debrief is undertaken post event and
 - Any follow-up actions are completed within agreed timescales.
- The 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:
 - 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 the cleaning activities have been undertaken regularly and as required; the identification and prompt response to any H&S 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 minimise 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.
- Accompanying the Catering Event Manager following each refreshment break to obtain client feedback on the catering service ensuring feedback is recorded and followed up with respective colleagues.
- Undertaking 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.
- Ensuring compliance for all events in areas such as Health and Safety, Environmental, Accessibility, Licensing ensuring that all statutory and legislative requirements are adhered to at all times.
- Acting as 'Duty Manager' for each event with full site responsibility during tenancy periods ensuring;
 - Responsibility as Incident Controller for any incident within the building, such as accident, protest, fire evacuation or any other event matter requiring management intervention.
 - Timely co-ordinated and appropriate operational response to any of the above.
 - Emergency Services are informed of your Duty Manager/point of contact responsibility during any incident.
 - Effective and timely communication with SMT initiating crisis communications procedure as appropriate.
- Generating statistical data regarding events as required using internal processes and databases.
- Ensuring all required records, documentation and correspondence are maintained for each event.
- Representing the Events Team internally and externally, professionally and proficiently articulating any needs, concerns and feedback as appropriate. To develop positive and productive working relationships with internal/external clients,



individuals and organisations in order to maintain a high level of service support for events by:

- Taking ownership for and undertaking the monitoring of the crew centre throughout the day/event particularly at the start and end of the day and lunch time, ensuring the area is fit for purpose, clean, utilised correctly and all individuals utilising the facility are effectively managed.
- Taking ownership of any feedback relating to contractors and ensuring follow up actions with them are undertaken promptly (on the day) and ensuring any suitable outcomes are achieved on the day with the client.
- Undertaking effective KPI monitoring of all event contractors.

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 and Qualifications	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	✓	
Experience of managing event health and safety	✓	
Experience of working within forecasted budgets	✓	
Proven experience of leading multi-disciplined teams to achieve set objectives	✓	
Experience of working to and meeting tight deadlines	✓	
Knowledge		
Excellent understanding of the events industry from an operational perspective	✓	
Skills		
Communication	✓	
IT literate	✓	
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	✓	
Calm under pressure	✓	
Willingness to undertake a flexible working pattern as needed by the business	✓	