

Late Event Duty 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 £30,000pa / 25 days holiday plus bank holidays / contributory pension scheme / discounted car parking

Reporting directly to the Senior Services 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:

- Covering the late and night shifts when taking over from an Event Manager to ensure the successful delivery of events within Manchester Central
- Acting as 'Duty Manager' for events with full site responsibility during tenancy periods
- Ensuring that event objectives and targets are achieved and potential income is maximised for Manchester Central

The ideal candidate will have:

- An excellent understanding of the events industry from an operational perspective
- Proven experience of leading multi-disciplined teams to achieve set objectives
- Experience of working to and meeting tight deadlines
- An understanding of health and safety

You must:

- Enjoy working in a fast-paced environment
- Be self-motivated but with the ability to work as part of a team
- Have a passion for delivering excellent levels of customer service
- Be willing to undertake a flexible working pattern as needed by the business

Apply

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

Ref: Late Event Duty 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

Late Event Duty Manager

Salary:	Up to £30,000pa
Hours:	37.5 hours per week
Working pattern:	Monday to Sunday 5 days out of 7, mostly late / night shifts where needed
Location and business area:	Manchester Central - Events
Aim of the role:	The main aim of this role is to cover the late and night shifts when taking over from an Event Manager to ensure the successful delivery of events within Manchester Central. To continually deliver 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
Directly responsible to:	Senior Services Manager
Directly responsible for:	N/A

Main areas of responsibility

- To assist with the effective management and development of the day-to-day activities ensuring the highest standard of customer experience is delivered by all staff.
- Act as 'Duty Manager' for events with full site responsibility during tenancy periods and during allocated shifts as per the Events Team rota 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 coordinated 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
- Occasionally, to support the Event Management team 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.
- Ensure all event spaces are set up correctly for the events in tenancy or forthcoming events.
- 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.
- Take responsibility for left over items at the end of a breakdown shift, logging them correctly and ensuring they are moved to an appropriate location.
- Play a key role in ensuring a highly motivated and knowledgeable team of staff, demonstrate a positive and can-do attitude, and lead by example.
- Provide an exceptionally high standard of customer service throughout all areas of the Front of House.
- Work together with the Catering Event Manager to ensure the catering service is delivered as expected and agreed by the client, rectifying any issues arisen.
- Identify opportunities to enhance the customer experience whilst ensuring ancillary sales and profit margins are maximised through effective development, sourcing and sales.

- 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
- To ensure all required records, documentation and correspondence are maintained for each event
- To represent 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 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
An 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		✓
To have an understanding of health and safety	✓	
Experience of working within forecasted budgets		✓
Proven experience of leading multi-disciplined teams to achieve set objectives	✓	
Calm under pressure	✓	
Experience of working independently and as part of a team	✓	
Experience of working to and meeting tight deadlines	✓	
Knowledge		
An excellent understanding of the events industry from an operational perspective	✓	
AutoCAD		✓
Skills		
Microsoft Office to intermediate level	✓	
Interpersonal	✓	
Negotiation	✓	
Planning	✓	
Communication – both written and verbal	✓	
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	✓	