

## Manchester Central Convention Complex

### QSHE Co-ordinator

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 £29,000pa / 25 days holiday plus bank holidays / contributory pension scheme / discounted car parking**

Reporting directly to the QSHE Manager, this role is working on a full time, permanent basis.

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

- Helping to enhance the business Health & Safety culture by actively promoting the importance of the QSHE function
- Supporting the implementation, maintenance, and continual improvement of the organisation's Quality, Safety, Health, and Environmental (QSHE) management systems, ensuring compliance with relevant legislation, regulations, standards, and internal policies.
- Helping to write and review risk assessments and policies, maintaining company databases and registers.
- Assisting with any event or venue related health and safety enquiries, auditing and accident/incident investigation.
- Support the Finance team in maintaining the company's legal, compliance and business risk registers.

The ideal candidate will have:

- A NEBOSH General Certificate or equivalent or taking active and current steps to achieving this.
- Experience of prioritising workloads.
- The ability to deliver quality and accuracy with an eye for detail.
- Good organisational and time management skills, with the ability to cope with changing priorities and a high level of activity from multiple sources.

You must be:

- Proficient with Microsoft 365 suite.
- A good communicator with the ability to communicate effectively with people at all levels.
- Self-motivated with the ability to work unsupervised.
- Able to work effectively as an individual, as part of your own team and in partnership with others.





## Apply

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

Ref: QSHE Co-ordinator

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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## QSHE Co-ordinator

<b>Salary:</b>	Up to £29,000pa
<b>Hours:</b>	37.5 hours per week
<b>Working pattern:</b>	Monday to Friday. Flexibility required to support the needs of the business including early mornings, evenings, weekends
<b>Location and business area:</b>	Manchester Central Convention Complex – FM - May involve occasional off-site visits in the Greater Manchester area, however it will be mainly office based
<b>Aim of the role:</b>	<p>This opportunity is perfect for someone looking to take their first steps within the fields of Quality, Safety, Health and Environment and build on their existing skill set and passion.</p> <p>The main aim of this role is to support the QSHE Manager in maintaining, monitoring, and updating the company's quality and compliance function and supporting the health and safety needs and culture of the organisation. This will include helping to write and review risk assessments and policies, maintaining company databases and registers, assisting with any event or venue related health and safety enquiries, auditing, and accident/incident investigation.</p>
<b>Directly responsible to:</b>	QSHE Manager
<b>Directly responsible for:</b>	N/A

## Main areas of responsibility

- To support the implementation, maintenance, and continual improvement of the organisation's Quality, Safety, Health, and Environmental (QSHE) management systems, ensuring compliance with relevant legislation, regulations, standards, and internal policies.
- To ensure that all documentation including risk assessments, process maps, policies and procedures are accurate, up to date and reflect company processes.
- To conduct periodic internal inspections and audits, documenting the findings, establishing improvements and corrective actions and ensuring that responsibilities are set and communicated appropriately.
- Contribute to the implementation, monitoring and measurement of the Health, Safety and Environment strategies.
- To support the Event Management Team with reviewing risk assessments from event organisers and advising on any event related health and safety enquiries.
- To help support with the writing of any new policies, process maps, risk assessments, or other documentation as may be required.
- To support the Finance Team in maintaining the company's legal, compliance and business risk registers.
- To assist with any visits from an external enforcing or auditing authorities.
- To help organise and monitor all Health & Safety compliance training across the business.
- To help the QSHE Manager in compiling regular reports for the business.
- Driving and maintaining a dynamic and positive health and safety culture, ensuring compliance and support across the business.
- To represent the company at external meetings and events where the QSHE Manager is unable to attend.

## 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
NEBOSH General Certificate or equivalent, or taking active and current steps towards achieving this, with evidence	✓	
Experience		
Experience in the hospitality or events sector		✓
Experience of prioritising workloads	✓	
Experience of working in a compliance environment and knowledge of auditing		✓
Experience of multi-tasking and working in a busy environment		✓
Experience of ISO Standards		✓
Skills		
Ability to deliver quality and accuracy with an eye for detail	✓	
Proficient with Microsoft 365 suite	✓	
Good organisational and time management skills	✓	
Effective numeracy, literacy and word processing skills	✓	
Good communication skills with the ability to communicate effectively with people at all levels	✓	
Ability to cope with changing priorities and a high level of activity, possibly from multiple sources.	✓	
Experience of Visio software		✓
Personal Attributes		
Self-motivated with the ability to work unsupervised	✓	
Ability to work effectively as an individual, as part of own team and in partnership with others	✓	
Ability to build and develop good working relationships	✓	

Ability to maintain confidentiality, to establish trust and credibility.	✓	
Respectful of a diverse range of people	✓	
Ability to demonstrate sensitivity, diplomacy and tact	✓	
Adopts a positive approach and commitment to learning	✓	
Demonstrate a customer centred approach to delivery	✓	