

JOB TITLE **Senior Conference Event Manager**
Specialising in large corporate conferences and meetings

SALARY Competitive

BACKGROUND

Grandstand Stoneleigh Events the operating business behind NAEC Stoneleigh has enjoyed significant growth in the last 18 months, especially so with the corporate conference market, to complement our existing diverse range of exhibitions, national sporting and outdoor events.

As a venue we are now delivering over 260 events a year, to support this growth we are recruiting a Corporate Conference Specialist Event Manager with previous venue or agency experience in the delivery of conferences with complex catering requirements.

MAIN PURPOSE AND SCOPE OF THE JOB

- Specialising in large conference and agency derived events you will have previously managed this style of event, taking full ownership of the event process to deliver amazing events that manage and exceed expectations.
- You will also manage operationally a wide variety of events including meetings, conferences, presentations, exhibitions and large indoor and outdoor public events.
- Take a proactive approach in project managing the client's expectations and collate the event details and distribute information to all internal and external service providers.
- To work closely with the sales team to support them with sales proposals and process for large complex conferences.
- Manage the relationship between NAEC Stoneleigh and client and/or agency to deliver the highest possible standards while maximising all revenue opportunities.

DUTIES AND KEY RESPONSIBILITIES

Tasks/activities/performance

- To manage the events process using an Event Diary/CRM software (iVvy); from planning through to operational delivery using a combination of internal and external service providers, ensuring the clients objective are exceeded.
- To manage the event and client to ensure the timely collation and distribution of information to ensure a smooth delivery. This includes regular meeting with the clients, advising them on how to get the most from the venue.
- To promote and sell the venue, event services and auxiliary services to achieve KPI's.
- Ensure NAEC Stoneleigh's interests are always protected by following the established policies and procedures, enforcing H&S requirements and reviewing and detailing the events risk assessments.
- Assist the client in planning the events by
 - Supplying and understanding technical plans,
 - Identifying and mitigating venue restrictions
 - Working with the local, enforcement and licencing authorities including the preparation of documentation and attendance at Warwick District Council Safety Advisory Group (SAG) meetings for the purpose of emergency and contingency planning.
 - Working to and maximising financial budgets
 - Maintaining a diary system and creation of a function sheet ordering internal

and external services as required.

- Support other team members with their events assuming a duty/event manager role for events others have organised.
- Flexible approach to lieu-based work patterns including early and late working along with long days.

Team/managerial/supervisory

- Management of contractor relationships.
- Manage and monitor all income and expenditure budgets.
- Provide regular reports as required on event progress and financial performance, keeping a close eye on market conditions and raising awareness of all potential challenges to the products concerned.

Other stakeholders

- To recognise and address the needs of clients, visitors, exhibitors, partners and other key organisations.

Functional and cross department responsibilities

- Work with all internal teams to capitalise on all opportunities which may arise and contribute to the achievement of overall objectives.
- To be flexible and able to support other internal teams as required.

GENERAL RESPONSIBILITIES

- Maintain and improve competencies through continuous professional development. Participate fully in the programme for staff appraisal, review and development, including training.
- Work collaboratively with staff, other partner and like-minded organisations.
- Work to administration, communication, environmental, health and safety protocols and policies to ensure that organisational systems and procedures are implemented.
- Abide by organisational policies, codes of conduct and practice as described in the Staff Handbook.
- Support and promote diversity and equality of opportunity in the workplace.
- Treat with confidentiality any personal, private or sensitive information about individual organisations and or schemes or staff etc.
- Carry out other associated duties as may arise, develop or be assigned in line with the broad remit of the post.

PERSON SPECIFICATION

Essential

- Experience in delivering large conferences gained from working for an agency or managing agency driven events.
- Experience of delivery and operations of a large exhibition or conference venue.
- Drive to deliver excellence and great innovative events
- Ability focus on the detail whilst understanding the big picture
- Effective knowledge of up-selling products and services
- Knowledge of operations and associated challenges
- Decisive and methodical
- Understanding of competitors and the wider industry



- Ability to establish and maintain excellent relationships
- Excellent communication and planning skills.
- Ability to work calmly under pressure and problem solve
- Positive attitude and thrive working in a busy team environment
- Sound knowledge of basic IT packages
- The remote location of Stoneleigh means own transport is essential.

Desirable

- Professional qualification or event management degree
- Previous experience in event or customer focused industry
- Health and Safety experience – ideally IOSH or NEBOSH qualified
- Experience of key account management

To apply

Please contact talk-to-us@stoneleighevents.com