



Venue Event Manager – Job Description

BACKGROUND

Grandstand Stoneleigh Events manages the NAEC Stoneleigh venue which hosts a diverse range of exhibitions, corporate conferences, national sporting events, and outdoor events. The venue typically services 300 events per year. The Company also provides other in-house services such as hotel accommodation, catering services, security, and transport management.

The role is responsible for managing a range of events and exhibitions from contract stage through to delivery, ensuring all event requirements are obtained from the client and delivered to a high standard.

This role will suit somebody who is established within the events industry who is looking for an exciting new challenge.

KEY RESPONSIBILITIES

- To communicate, co-ordinate and attend meetings with customers to participate in the planning, preparation and deliver of their events.
- Provide technical information about the Venue, advice on layout plans and services.
- Ensure procedures and processes are in place to plan, develop and deliver the safe and efficient operation of events including public safety & control, maintaining fire exits and keeping gangways clear of obstruction.
- To be responsible for ensuring that the Health & Safety requirements (including risk assessments) are completed prior to exhibitions, conferences, etc. Always promote compliance with Health & Safety regulations and safe working practices in accordance with current legislation as detailed in the Company Health & Safety Policy & Procedures.
- Always demonstrate an appreciation of potential impacts of any event on the local environment including tenants and residents.
- Liaise with contractors, other labour, event services team, catering department regarding all matters pertaining to furniture requirements and room layouts in preparation for all functions.
- Work effectively and efficiently to meet financial budgets/ targets for income and expenditure.
- Following up with the client post-event and building strong relationships with clients to ensure repeat business.
- To maintain and update all appropriate information in the CRM system and other systems as required.
- Ensure plans are effectively implemented and support is given to colleagues to ensure a high quality, customer focussed service and delivery, including being on duty throughout the event period, as scheduled with other event managers and the support team.

Reporting Lines

- This role reports directly into the Venue Operation Manager



SKILLS AND EXPERIENCE

Experience

- Minimum of 2 years' experience and management experience in a similar role ideally from a venue, agency, events background.
- Experience of dealing with customers and suppliers.
- Excellent written and verbal communication skills.
- Proven experience of working with a CRM platform. The knowledge of the IVvy CRM system would be an advantage.
- Health and safety experience, with NEBOSH qualification or willingness to train.
- Confident user of the Microsoft Office Suite.

People Skills

- An enthusiastic and professional approach.
- Ability to challenge 'the norm' and implement change.
- Ability to problem solve.
- A proactive approach with the ability to manage day to day without the need for close supervision.
- Attention to detail.
- Self-motivated
- Ability to work well within a team.
- Task driven and deadline focused.
- Financially aware with direct experience of budget control and implementation.
- Flexible approach to work – You will occasionally be required to attend daytime and evening industry events and client meetings with overnight stays away from home from time to time.

You must also have a full UK driving licence and own vehicle.

To apply for this position, please send a CV and covering letter to recruitment@stoneleighevents.com. Please include your salary expectations and note period relating to your current employment if applicable.