



Venue Operations 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 a senior position within the Company. The main area of responsibility is the supervision of the venue event management department. This department manages events from contract stage through to delivery ensuring that all event requirements are obtained from the client and delivered. The role also requires event management and being the key point of contact for all Health and Safety and technical issues.

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

KEY RESPONSIBILITIES

- To lead, manage and support the venue event management department. This includes but is not limited to,
- To coordinate, allocate, supervise, and contribute to effective staffing requirements for all planning, development, and delivery of events.
- To ensure all necessary systems and procedures are adhered to.
- To ensure fair allocation of events among the venue event management department and manage own portfolio of events.
- Signing off rotas and holidays for the Event Management team.
- To coordinate the delivery of the event management services with other company departments.
- To manage the security, parking, and cleaning functions.
- Work in tandem with the catering and facilities departments to ensure readiness of venue for events.
- Provide support and advice to the Sales Department in their preparation of quotes and contracts.
- To attend meeting with customers to participate in the planning and preparation of their events.
- To become a competent user and champion of the CRM system, IVvy.
- To consider and deliver ways of increasing revenue and profitability from events and particularly from services provided by the venue event management department.
- Provide technical information about the venue, to advise on layout plans and services.
- To be responsible for health and safety requirements and routines, ensuring these are completed prior to any event. Promote compliance within the health and safety regulations and safe working practice inline with current legislation outlined in the company guide. To liaise with Warwick district Council Safety Advisory Group on health and safety and safe working practices matters.
- Liaise with internal and external contractors and suppliers regarding their delivery of services to the venue.
- Be aware of any potential impact to the local environment, tenants onsite and surrounding residents. You will have a strong working relationship with eh local emergency services, enforcement agencies, licensing authorities alongside carrying out emergency and continency planning.



Reporting Lines

- This role reports into the Managing Director

SKILLS AND EXPERIENCE

Experience

- Minimum of 5 years' experience and management experience in a similar role ideally from a venue, agency, events background.
- Experience of contract management and the financial management of those contracts.
- Experience of dealing with customers.
- 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 including the requirement to work outside of normal working hours to service events.

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.