

# EVENT MANAGER

**Job Title:** Event manager  
**Location:** Olympia Events  
**Reports to:** Venue Director

## Description:

Olympia Events is more than an exhibition venue, conference centre and live-event space - it's an inspiration. Against a backdrop of grand Victorian architecture, the seven connected spaces inspire engagement and enjoyment. Olympia Events is recognised in the industry for exceptional levels of customer service and support, and our numerous awards are testament to our clients' satisfaction. Beyond the walls of our venue, Olympia is on the ground, working to invest in people, strengthen our communities, and protect the environment.

Olympia Events is undergoing a period of change. In 2017, the venue was bought by a consortium led by Yoo Capital and Deutsche Finance international. Work is currently underway to transform the wider estate into a cultural hub of which Olympia Events will be the central part. Once complete, the estate will include a new theatre, music venue, two hotels, over 30 eateries, world-class office space and over two acres of public realm. More information can be found at <https://olympia.co.uk/>

## Job Purpose:

To act as the main point of contact for organisers; to ensure that all allocated events are run in accordance with the venue's regulations and company procedures; to ensure that customers' requirements are effectively obtained, documented and communicated to all relevant parties; to ensure that support services are delivered to the customer in a safe, efficient, timely and customer-focused manner by working closely with all other members of the Venue Management Department, other departments and service partners.

## Key responsibilities:

- Offer a streamlined customer service, working in conjunction with the sales account manager from initial negotiation to completion of event.
- Liaise with the Sales Department to ensure: 1) that customers' expectations are met and any deviations are addressed for future events; 2) that factors affecting the selling of the venue are communicated to the account manager prior to the letting of the venue.
- Act as the customer's one point of contact for all venue planning activities for allocated events.
- Support other team members on events as required.
- Maximise additional sales opportunities after the contract has been completed.
- Ensure that event organisers comply with the terms of their contract and that venue licensing conditions are met.
- Gather information and communicate it to other departments within the organisation through briefing meetings, de-briefing meetings, general correspondence and the event requirements document.
- Oversee the delivery of venue services for allocated shows; liaise with internal departments and service partners regarding service schedules and staffing levels to ensure complete understanding of customers' requirements. Obtain feedback to verify that instructions have been carried out.
- Work with the F&B team throughout the event to maximise opportunities for the venue caterers and ensure compliance with the venue's catering strategy.
- Obtain licensing and other authorities' approvals for each event as appropriate.

- Manage event budgets, ensuring that purchase orders are raised for lettings expenses and reporting event costs and additional charges.
- Proactively contribute to the improvement of venue facilities and services for events and event organisers by monitoring and logging service requirements and faults.
- Maintain a working file on assigned events to include business reports, email and meeting notes, ensuring that the CRM system is correctly maintained.
- Act as Duty Manager and take control of any situations or incidents in the venue when applicable.
- Actively participate in venue improvement projects and other projects as required.
- Gather business and industry intelligence by visiting other venues and events and identify ways of improving and increasing our offer to customers.
- Comply with Venue Management Department procedures and policies.
- Actively support the company's sustainability programme, 'The Grand Plan'.

## **Person specification**

### **Skills, experience and behaviours**

- Event management experience, or a degree (or equivalent) in Event Management
- Exhibition industry knowledge and experience desirable
- Understanding of and empathy with the needs of event organisers
- Health & safety awareness (NEBOSH certificate desirable)
- Knowledge of licensing legislation
- Administrative accuracy and attention to detail
- Computer literacy
- Communication skills
- Organised with good time management
- Presentation skills
- Ability to work under pressure

### **Sustainability Responsibilities:**

- Continuously improve your knowledge of Olympia Events' sustainability programme - the 'Grand Plan'. Complete all training provided and promote sustainability practices to meet our Grand Plan objectives
- Follow and promote all sustainable workplace policies and procedures and seek ways to make your department more sustainable by taking an active role to initiate change

Olympia Events is fully committed to ensuring the safety and wellbeing of all children, young people and adults at risk (vulnerable groups) that attend our premises. As a consequence, Olympia Events may require any successful applicant to complete a DBS Check prior to working in our business.

Olympia Events is committed to Equality, Diversity and Inclusion and expects all its people to have a positive commitment to EDI by treating others fairly and not committing any form of discrimination, victimisation or harassment and to promote positive working relationships amongst employees and stakeholders.

This Job Description is not intended to be exhaustive; the duties and responsibilities may therefore vary over according to the changing needs of the business.