



EVENT MANAGER

Job description

Department: Commercial, Content & Partnerships

Responsible to: Head of Events

Contract type: Full time, permanent

Salary: £36,650

Level 4 SMT
Level 3 Managers
Level 2 Managers
Level 1 Team members

ABOUT WOOLWICH WORKS

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Woolwich Works is a multi-million pound cultural hub in the old military buildings of the Royal Arsenal that opened in September 2021. Our spaces include a stunning 1500m2 former factory performance and events venue, rehearsal and performance studios, event spaces, outdoor courtyard and a beautiful, buzzing café bar. We're home to a number of world class resident artistic companies, including Carlos Acosta Dance Foundation, Chineke! Orchestra, the National Youth Jazz Orchestra, Luca Silvestrini's Protein and internationally renowned theatre company, Punchdrunk.

This job is being advertised by Woolwich Creative District Trust (the 'Trust'), an independent not-for-profit organisation founded to run Woolwich Works.

We're here to build an exceptional, professional, inclusive creative community that delivers our mission to offer hope and opportunity by enabling people to realise their creative potential.

ABOUT THIS JOB

We are looking for an experienced Event Manager to support our current Events Team with the delivery of several large-scale events and festivals. The Event Manager is responsible for the administration and delivery of a diverse and dynamic events schedule, including big brand clients and well-known promoters. They will manage allocated events from start to finish and be the main point of contact for logistics – communicating the operational needs between production, suppliers, internal and external teams, acting as the venue's representative to clients and promoters, and contributing to the delivery of our commercial hires and artistic programme.

The Trust does not receive ongoing revenue funding or subsidy, and as such all income is used to run the organisation for the benefit of our community. The Event Manager will have exceptional customer service skills, helping to build the reputation of Woolwich Works as a leading events venue, whilst also promoting the commercial opportunities available. They will be able to track and draw up settlements for post event recharges and have a firm understanding of event reconciliation from a venue perspective.

Is this job for you?

We're looking for an experienced events professional to focus on the delivery of both commercial and programmed events, which include brand activations, full venue takeovers, summer music festivals, and high profile commercial conferences.

You'll be comfortable jumping into a busy events calendar, having worked operationally in a fast-paced arts, commercial, or festival environment. You will have a good understanding of event safety management, risk assessments and method statements, and you will be used to dealing with high profile clients directly.

You'll have worked with a range of suppliers from caterers to production to security and will be used to managing these teams onsite in a live event environment. You'll need to be comfortable managing conflicting demands and priorities, and with contributing to setting something up from scratch in a flexible blank canvas space.

Work with Artifax Event will be an advantage, but you will ideally have experience with any event CRMs, building function sheets, and administrating the logistics of the event to ensure the internal Operations, Technical and Catering teams receive information in a timely and efficient manner.

Mostly, you'll be excited by the potential of our venues, and passionate about the vital contribution your success will make to the Trust's overarching ambitions and objectives.

How to apply

To apply for this role please visit www.woolwich.works/jobs-and-opportunities. You will be directed to our portal to complete the online application form no later than 23.59 on Wednesday 29th May 2024 (the 'closing date'). If you can't complete the form electronically, we can arrange an alternative version for posting - please contact us by phone to arrange.

Interviews for this role will take place on 7th and 10th June 2024 if applying, please keep this date free in case you're shortlisted.

If you're unable to complete a written application for any reason please either email us or call (020) 8035 8835 so that we can discuss alternative arrangements for assessing your suitability for the job. However, you must do so at least one week before the closing date above.

We aim to give feedback to anybody who requests it but due to the high number of applications we receive it may take us some time to do so. We will always let you know if you have been unsuccessful and we aim to stick to the time frame outlined in the job advert.

We're proud of the diversity of our community and aim to build a team that represents it. We therefore particularly welcome applications from people from black, Asian and ethnically-diverse backgrounds, and those identifying as D/deaf or disabled.



RESPONSIBILITIES

We try to make our job descriptions as straightforward and accessible as possible. They're not intended to set out every duty in detail, but to explain the key responsibilities so that you understand the nature of the job. How you go about doing it will be discussed and agreed between you and your manager on an ongoing basis.

All our team members are additionally expected to work to our Competency Framework. This is a Level 2 (Manager) position.

Key responsibilities specific to this job

1. To deliver allocated events, undertaking detailed logistical planning and administration as necessary.
2. To be responsible for communicating details of events and projects to all relevant departments, and coordinating pre-production with in-house departments including Operations, Finance, Security, Health & Safety, Visitor Services, Production, Marketing and Communications, Ticketing Services and Facilities.
3. To work with the Technical Team on technical and staging requirements of each event to ensure that rider specifics can be achieved within agreed time and budgetary parameters.
4. To be responsible for ensuring that the details of each event are entered onto Artifax Event in accordance with internally agreed processes and Event Management Plans, to enable planning and delivery by all Woolwich Works departments, communicating event changes to operational departments when necessary.
5. To work operationally as an event and/or duty manager during events, supporting clients and visitors, and liaising with and directing internal teams and external suppliers as required.
6. To be a point of contact for enquires relating to venue hire, brand activations and commercial filming and photography, and provide necessary information to support the Event Sales Manager.
7. To use systems as required to deliver a consistent, first-class level of customer service and to resolve any day to day operational issues that may affect the delivery of events.
8. To ensure that financial data related to venue hire and event resources is accurate and well-managed including the inputting of data and the raising of invoices/settlements when required.
9. To attend meetings and liaise with colleagues in all relevant departments and with external contractors and other external stakeholders to ensure the successful delivery of all events.
10. To collate, review and disseminate event safety documentation, ensuring that clients, hirers and suppliers work safely and in accordance with the Trust's Health and Safety Policy and other relevant policies and procedures.
11. To work in accordance with the Trust's policies, procedures and terms and conditions and that required information is obtained from the hirer and disseminated internally in good time.



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General responsibilities

- A. To champion and promote the values and behaviours set out in the Woolwich Works Competency Framework, promoting diversity and inclusion and acting as an ambassador for the Trust and the borough.
- B. To act as a first aider, fire marshal or Duty Manager if required by the Operations Director or Director.
- C. To work safely and encourage and require others to work safely, in accordance with the Woolwich Works Health and Safety Policy and any other relevant policy or procedure.
- D. To safeguard the organisation's data, working in line with the Trust's data protection policies and in accordance with the Data Protection Act 2018.
- E. To be responsible for undertaking training and development as required to meet the needs of the organisation.
- F. To always act in the best interests of the Trust, and in line with all company policies.
- G. To undertake any other duty in line with the level of the job as may be required.

PERSON SPECIFICATION

We'll decide whether to invite you for an interview by reviewing your application against the responsibilities above and the skills below.

Essential skills and experience

- H. Experience as an Event Manager or equivalent in a relevant comparable venue, organisation or festival environment; currently or recently employed in a similar events role.
- I. A proven track record of successfully delivering high-value events
- J. Commercially savvy, with a proven track record of driving income and profit
- K. A high level of customer service experience
- L. Demonstrable project and time management skills
- M. A confident and capable communicator, able to work well with a wide range of people and stakeholders; highly emotionally intelligent
- N. Able to work effectively both within a team and on own initiative
- O. Experience using CRM systems for event administration
- P. Passionate about people, communities, diversity and inclusion

Desirable skills and experience

- Q. Experience of working with live music or comedy promoters
- R. Working knowledge of Artifax Event
- S. Event safety management experience, IOSH Managing Safely qualification or equivalent
- T. First Aid at Work qualification
- U. CAD / floor plan design experience
- V. An in-depth knowledge of the Royal Borough of Greenwich



If we invite you for an interview, we'll explore your suitability for the job based on the contents of your application, this job description and our Competency Framework.

CONDITIONS

Hours:	Typically 40 hours per week on average, scheduled on a flexible rota over five of seven days (including evening and weekend working). This role will include evening, weekend and bank holiday working for which no additional payment will be offered. You'll be expected to work operationally for major events.
Location:	You'll be based in Woolwich, south east London. We may require you to work elsewhere or travel within the UK as part of your job.
Holiday:	Based on a full-time contract (40 hours over five days per week), you will have 25 days' holiday per calendar year plus public holidays (or days off in lieu of public holidays as business needs require).
Probationary period:	Six months
Notice period:	Prior to receiving written confirmation of the satisfactory completion of the probationary period, either you or the Trust can terminate employment by giving one weeks' notice in writing. Following satisfactory completion of the probationary period, the notice period will be 3 months.
DBS check:	You must tell us about any unspent criminal convictions when applying for this job, and undertake an enhanced Disclosure and Barring Service ('DBS') check if appointed (and at least annually thereafter). Having a criminal record will not necessarily bar you from working with us, but we will consider the nature of any disclosed convictions and their relevance to the job and the Trust. If you don't disclose information relating to unspent convictions, we'll withdraw any offer of employment that we may subsequently make, or terminate your employment.
References and right to work:	Any offer of employment will be subject to the receipt of two satisfactory, written references, one of which must be from your most recent employer or professional contact. You must have the legal right to work in the UK.

From the Royal Borough of Greenwich, for everyone.

Founder:

