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# BRIGHTON & HOVE CITY COUNCIL

**JOB DESCRIPTION**

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| **Job Title:** | House & Events Manager |
| **Reports to:** | Operations Manager |
| **Department:** | Brighton Centre |
| **Section:** | Culture and Events |

**Purpose of the Job**

To manage all events at the Brighton Centre [the Venue], ensuring all client event detail, timelines and logistics are correctly interpreted, diseminated and adhered to and a customer-focused service is maintained at all times during the Venue’s annual events programme; amounting to 255 occupied event days, welcoming 250,000 leisure customers, 50,000 conference delegates and managing 125 client accounts.

Ensure that the Venue is always presented to the highest standards and remains compliant to best working practice during non-event days, providing management of all working personnel, contractors, and crew.

**Principal Accountabilities**

1. Responsible for the client relationship management and delivery of all client requirements for events at the Venue classed as medium to large, such as domestic and international conferences and all live entertainment events, with capacities of up to 5,500, from initial booking stage through to end of event including being present during all client meetings, site visits and on the day of the event to ensure excellent in customer service.
2. Through the life of each event manage all aspects of event delivery ensuring timelines and logistics are correctly interpreted into Venue event schedules and riders, and that this information is diseminated throughout the Venues Section, directing all departments to ensure venue requirements, policies and procedures, Health & Safety Legisilation, and standars and cleaning protocols are adhered to at all times.
3. Undertake day-to-day management and effective control of all operationally oriented activities during non-event days, ensuring efficient work programmes are in place and that Health & Safety legislation and safe working practices are adhered to, and that the Venue’s standards policies for all room set-ups, common ways and non-public areas are maintained.

1. To act as the Senior Duty Manager on site at events and to lead and manage all Front-of-House casual staff, including the Event Officers in their supporting role as Duty Manager, ensuring they have clear direction and the necessary resources to perform the duties required of them by delivering clear and concise event briefings both written and verbally.
2. Keep accurate records during events of all incidents that take place at the Venue and work alongside the Compliance & Services Manager to investigate and report these through relevant channels, and when required use these learnings to feedback into the updating of risk assessments, policies, procedures, training and any other related actions.
3. To be responsible for the safe delivery of events, including the safety of all users and working personnel, and for all dynamic decision making and the co-ordination of emergency situations such as evacuation, crowd dynamics, breach of the peace / public disorder and critical or major incidents, ensuring they are delivered in line with all Venue policies and procedures.
4. To be responsible for finalising income generated via all ticket receipts and any applicable recharges during the Preliminary Settlement on the night of live entertainment events and to prepare all end of event conference recharges ensuring compliance across internal and corporate financial procedures, cash handling rules, and audit requirements, to remove risk of fraud and losses.
5. Direct all event based contractors, including the catering and merchandise team, in the lead up to and during event delivery to achieve all client and customer requirements and increase on site spend per head, developing key performance indicators and monitoring performance to ensure delivery of consistent service standards and commercial income targets are achieved.
6. To keep abreast of any industry wide trends by being engaged with the events industry via the Venue’s membership of the NAA (National Arenas Association) and AEV (Association of Event Venues) and directing the implementation of new trends and best practice.
7. Through leadership and example to be an integral part of the Venues Management Team ensuring the provision of a customer-focused environment.
8. To deputise for Operations Manager as and when required on all operational matters relating to the venue.

**General Accountabilities**

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

## The list of duties in the job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

Health & Safety

To ensure all operations in their areas of responsibility are conducted according to the provisions of the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 and all relevant legislation and council policy.

In particular: as set out in Section 4 of the Council’s Health and Safety Policy, and within their area of responsibility:

* To maintain awareness of current Health & Safety legislation and ensure that all employees understand and comply with Health and Safety Policy; that they are informed, trained and supervised to safeguard their own and others welfare and safety
* To carry out risk assessments and ensure implementation of and adherence to safe systems of working practice
* To report and investigate accidents or incidents promptly, implementing recommended action for improvements to safe working practice
* To ensure that safe premises, equipment and working environments are maintained

Equalities  
  
To develop practices within the directorate/division that uphold and develop the principles of the City Council’s Inclusive Council Policy in relation to staff and to service provision.  
  
To work within and actively promote the City Council’s Inclusive Council Policy in relation to service delivery and staff management.

**BRIGHTON & HOVE CITY COUNCIL**

**PERSON SPECIFICATION**

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### Essential Criteria

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| **Job Related Education, Qualifications and Knowledge** | * Qualification in a related field or a comparable level of knowledge gained through experience * Extensive knowledge of venue management and the live performance industry, including operational knowledge and understanding of supervising diverse teams * Good knowledge of the Equalities Act * Good knowledge of Health & Safety Legislation |
| Experience | * Significant experience of operating at management level in a large and multidiscipline organisation * Substantial leadership experience, including managing and motivating a diverse team * Substantial experience of working in a customer-focussed environment * Experience of planning and managing events to ensure service delivery meets client and venue priorities * Experience of planning, monitoring and leading work schedules to ensure service delivery |
| Skills and Abilities | * Excellent verbal and written communication skills * Excellent people management skills (both line-managed staff and members of the public and clients) * Excellent organisational and time management skills with ability to multitask, prioritise and delegate work effectively to meet client and venue needs and manage conflicting priorities * Ability to use a wide range of IT packages including Word, Excel, PowerPoint, CRM systems, Adobe and CAD * Proven ability in problem solving and decision making * Ability to deliver customer-focussed services and respond to customer needs fostering a culture of excellence * Ability to propose and initiate change, take action and meet targets and desired outcomes under internal and external time frames |
| **Equalities** | * To be able to demonstrate a commitment to the principles of Equalities and to be able to carry out duties in accordance with the Council’s Equalities Policy |
| **Other Requirements** | * Flexible approach * Able and willing to work out of hours including evenings, weekends and Bank Holidays as and when required * Commitment to acquiring awareness of current Health and Safety legislation as it applies to their area of responsibility and to attending relevant Health & Safety training * Awareness of the need to identify hazards in their area of responsibility and the ability to assess and manage the associated risks |

**Organisational Chart**

Head of Culture and Events

Operations Manager

**House & Event Manager x 2**

Event Officer x 3

**Hardest Part of the Job**

The job requires the post-holder to be highly visible in the effective management of Events at the Venue and as an integral part of the Operations Department within the Tourism & Venues Section ensuring that there is operational compliance and that the Venue is presented to the highest standard at all times to match the expectation of our customers and the safety of its users.

Working within an ever changing business environment, the post-holder needs to possess a strong quality driven customer focus, combined with a demonstrable ability to plan and monitor complex business change in an uncertain environment whilst managing events on site and processing large amounts of information on a daily basis. Alongside this, the post-holder will be managing multiple accounts, all with different desired outcomes and each with the potential to bring in large amounts of revenue to the Tourism & Venues Section. Attention to detail and understanding diverse needs is vital, with the ability to read situations quickly and think globally, understanding the impacts of each decision made on other areas of the business.

The post-holder needs to manage clients’ expectations and that of their colleagues, showing strength and sensitivity when managing conflicting priorities and must be prepared to encounter clients and customers who may be angry or disappointed, investigating and solving these problems, which can be complex or long-standing, keeping accurate records of discussions or correspondence with customers, which may develop into a legal environment.

**Scope for Impact**

The post-holder will be an integral part of the Venues Management Team and will lead the effective management and delivery of the Venue’s diary of events within the Culture and Events Section and the continued combined goal of enhancing the City’s position as a premier conference, entertainment and exhibition destination and as a key driver for the local economy.

The Operations Department manages on average 255 occupied event days per annum, welcoming 250,000 leisure customers, 50,000 conference delegates and managing 125 client accounts and it is the post-holder’s responsibility to monitor and manage the delivery for all these events, plus relationship management for their allocated clients. Therefore, the job carries high financial risk due to loss of repeat business if mistakes are made or client relationships are damaged, and in terms of Health & Safety due to potential risks associated with venue management. The impact of such mistakes would affect the full Venues Section via potential for financial losses, client relationship and reputational damage, risk to Venue licence, customer dissatisfaction and loss of confidence, and damage to the brand.

Understanding crowd management and dynamics is imperative, as the post-holder will be responsible for the management of events, on-ground decision making and directing the Duty Manager and other Front of House Staff, examples of which would be during a live event where the Venue is running at capacity [5,000 customers, 100 event staff, 50 client and production workers] where customers are in high-spirits and consuming alcohol or during a high profile conference where up to 4,000 people are at the Venue. If the post-holder has not correctly performed their duties when managing such dynamic environments there are significant risks around overcrowding, crushing, breach of the peace, and potential for serious injury or loss of life, and any such incidents of a serious nature could be reviewed by the HSE and may lead to substantial litigation by any injured party. Alongside this, the post holder must be able to stay calm under pressure and make clear and well balanced judgements in the case of a “show stop” where due to an unforeseen circumstance the event needs to be concluded prior to the published times or in cases of emergency, where a full venue evacuation is required.

**Job Context**

The position of House & Event Manager is a fast paced and dynamic role, interacting at a commercial and operational level with external organisations and businesses on a domestic and international stage and directly with our customers. The post-holder needs to be able to think quickly and effectively about event logistics in terms of event delivery and venue safety, to deliver excellence in customer satisfaction and a safe environment.

The position carries with it the potential for long hours [to include regular early mornings and late nights] working to very tight timelines, under immense pressure to deliver the best commercial outcomes for the Venues Section. Alongside this the role is not entirely office based and the post-holder will often spend many hours working around the Venue and on their feet. There is also potential for exposure to loud noise when working during a live event [approx. 90 days per annum].

The post-holder will need to be able to lone work and understand the impact of their decisions across the whole of the Tourism & Venues Section. The post-holder must also provide strong and clear leadership to the Venues Section and needs to be very visible throughout the seven day a week operation.

The role is highly visible at a local and national level whereby the post-holder will need to represent and deputise for the Operations Manager at industry meetings and events. It is paramount that the post-holder always conducts themselves in an appropriate manner as they will be acting as a representative of the City of Brighton & Hove and failure to do so could cause reputational damage.