**London Borough Lambeth**

**Job Description**

**Job Title:** Event Operations Manager

**Division:** Environment and Streetscene

**Grade:**  PO5

Responsible to: Head of Events and Filming

**Responsible for:** 1 x Senior Events Officer, 2 x Event Officers plus agency staff as necessary

# **Main purpose of post**

1. To facilitate, support and develop a culturally diverse sustainable programme of outdoor events within the borough’s public parks, open spaces and highways from inception to completion.
2. To develop and manage safe event operations services in order to ensure the best possible practice and that all events are delivered in accordance with council policies and objectives. Working in conjunction with key stakeholders, supporting staff and the wider events service team.
3. To take an operational approach to event delivery, advising stakeholders, partners, internal and external agencies and other services within the authority.
4. To work with, retain and increase revenue from clients through outdoor venue hire sales of parks, open spaces and highways for events.
5. To manage and develop client accounts, new business leads and relationships ensuring high standards are maintained at all times.
6. To manage an achieving event operations team including team meetings, staff motivation, key performance indicators, staff appraisal, HR issues and reviews.
7. Regular work onsite and offsite in parks, open spaces, highways and indoor venues is required during evening and weekends and on call as required.

# **Responsibilities**

1. Support and deputise for the Head of Events and Filming on all matters relating to service provision and developing sustainable event models.
2. Act as operational point of contact for events that impact the borough. Ensuring they have a point of contact within the team and that event organisers are aware of any and all requirements. Checking there is a consistent approach across the borough.
3. Take operational lead and responsibility for the safe delivery of the management of complex and diverse events programming within the borough’s parks, open spaces and public highways.
4. Responsible for the team actively generating income and managing potential sales opportunities from public and private bodies, charities and trusts for the annual programme of events, highlighting those that should be progressed. Identify areas of potential growth and gaps in current programming using creative solutions to bring a wide range of produced and commissioned events across Lambeth with minimal risk to the council.
5. Develop a comprehensive understanding of events locations to identify new potential clients and make business proposals to clients. Continually developing new business ideas and building long-term relationships with existing clients.
6. Create and develop sustainable communications and marketing to support the event promotion, income generation and corporate communication campaigns.
7. To meet with prospective and existing clients face to face and provide advice and guidance on complete events process.
8. Oversee and highlight areas of funding or training for community event organisers including work experience and volunteering opportunities.
9. Continually assess the event application process and feedback received from it, consider ways of continuing to develop the process to ensure it works for all users.
10. To ensure all relevant documentation is delivered as required in relation to both internally organised and externally organised events.
11. Managing priorities to ensure events are delivered. Managing workloads for the team especially where clashes occurs and recognising how priorities may be needed to be re-examined where necessary to deal with changing workloads.
12. Responsible for ensuring that all relevant contracts, terms and conditions are rigorously enforced at all times. Adhering to the events strategy and ensuring all clients are aware of the principle codes of practice and guidelines. Constantly monitor and update as new legislation is introduced.
13. Maintain up to date awareness of all current legislation covering the safe delivery and management of outdoor public events and other issues within the area of responsibility. Take appropriate action where necessary including reporting to the Head of Events, Venues & Filming and senior management, in appropriate cases.
14. Co-ordinate and report regular event programmes to the Head of Events, Venues & Filming and other senior personnel. Ensuring reports, assessments and service related documentation is accurate, accessible and available.
15. Enable and engage a coherent and decision making process across a number of detailed event management matters and ensuring sustainability and environmental feasibility.
16. Responsible for monitoring and evaluating service standards, pre and post event evaluation and recommendations based on collated information gathered from lessons learned to help form a foundation for a successful and sustainable service delivery.
17. Ensure that venues are regularly assessed for any technical, operational and logistical requirements to assist with the delivery of events including but not limited to the appropriate licences, consents and permits where applicable.
18. Liaise with colleagues and appropriate officers around council services on technical, environmental and regulatory matters relating to events. Ensure the impacts from events taking place are understood and the consequences dealt with in consultation with colleagues and ensure it is communicated to relevant parties. Work with community groups to ensure an established working relationship around the use of parks, open spaces and highways for events.
19. Deal with queries in writing, by telephone and in person relating to Borough events, including correspondence with elected Members, MP’s, community groups, residents and the media as required. Understand the need for discretion when dealing with commercially sensitive enquiries and requests for information. Ensure that others who may have access to this information are also aware of the need for discretion.
20. Responsible for ensuring all database and systems are kept up-to-date and developed accordingly to ensure the highest possible management and practice standards are set and maintained.
21. Manage permanent and temporary staff, each with responsibility for events throughout indoor and outdoor venues. Including formal supervision, workload management, performance appraisal, staff training and development. To participate as appropriate in personnel activities, including recruitment, employee relations, staff training and development. Report all staff management issues to the Head of Events and Filming.
22. Onsite and offsite management of contractors. Support the work of the Events Team on all works relating to events.
23. To monitor budgets, income and expenditure and give regular updates to the Head of Events and Filming. Ensure the council’s financial procedures are complied with by the Event Operations Team. Ensure a record is maintained of all monies received by the department. Make sure protocols are in place to ensure the safe storage of such monies until they can be banked.
24. Manage the tender process for the procurement of consultancy and contractor services and recommend contract award decisions taking full consideration of procurement methodology to ensure value for money and compliance with standing orders and procedures.
25. Management of contracts following procurement, including delivery, payments, monitoring KPI’s, and wash-up. Ensuring any changes are taken through the correct channels raising concerns to the Head of Events and Filming where necessary.
26. To carry out the duties of the post in accordance with the Data Protection Act, the Computer Misuse Act, the Health & Safety at Work Act, and other relevant legislation, as well as Council policies, procedures, Standing Orders and Financial Regulations.
27. To take appropriate responsibility to the post for tackling racism and promoting good race, ethnic and community relations.
28. To clearly understand and manage the complex political sensitivities and the cultural, environmental and political impacts of public events in regards to delivering the service and being able to effectively provide advice and information to senior officers, elected members and community members.
29. Represent the Council and Events Service at external and internal meetings, including but not limited to London Events Forum, Licensing Committee Meetings, where appropriate, and SAGs. Oversee the Events Team acting as secretariat for the Lambeth Events Safety Advisory Group.

**London Borough of Lambeth**

**Job Title:** Event Operations Manager

**Division:** Environment

**Grade:**  PO5

Responsible to: Head of Events & Filming

**Responsible for:** three members of staff, plus agency staff as necessary

It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A)

You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.

If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with “Two Ticks” (✓✓) on the person specification when you complete the application form.



|  |  |  |
| --- | --- | --- |
|  | Person Specification |  |
| **Qualification** | **Educated to degree level or equivalent**Evidence of ongoing professional development, including relevant high level academic and/or professional qualifications. Membership of relevant professional organisationsWillingness to work towards continued professional development | **Required**DesiredDesiredDesired |
| **Knowledge** | Detailed and up to date knowledge and understanding of relevant policy and processes for outdoor event production and managementDetailed knowledge of legislation relating to public eventsKnowledge of project management and budget managementExperience of commissioning projects and programmes of work from a range of providers, including complex contract negotiationExtensive experience of working in highly complex customer facing environments | **Essential****Essential****Essential**DesiredEssential |
| **Experience** | Proven experience of selling spaces for large scale complex public events.Proven experience of organising, managing and delivering for large scale, major public events with attendance levels up to 100,000 people as lead officer.Substantial experience of the development of strategy based on events programming and venue hire sales knowledge, experience and practices. Experience of identifying and leading on the development of new business and potential opportunities that have resulted in dramatically improved revenue outcomes.Experience of operating effectively in complex and creative environments.Experience of managing a team and direct line management of staff.Experience of managing and facilitating customer relationship management and corporate client accounts in public sector organisations and private sector events agencies.Experience of working directly and effectively with multiple communications platforms that lead to effectively implementing successful events hire sales campaigns.Significant successful experience of working in an environment where influence, negotiation and persuasion are significant levers to progress.Experience of operating effectively within a customer facing environment. | **Essential****Essential****Essential****Essential****Essential**EssentialDesirableDesirableDesirableEssential |
| **Behaviours** |
| **Focuses on People**Is about considering the people who our work affects, internally and externally. Treating people fairly and improving the lives of those we impact. Put people at the heart of our work, after all that’s our business. It’s about making our processes fit the needs of our people. | **Essential** |
| **Takes Ownership**Is about being proactive and owning our personal objectives. It’s about seizing opportunities, driving excellence, engaging with the council’s objectives, and furthering our professional development. | **Essential** |
| **Works Collaboratively**Is about helping each other, developing relationships, and understanding other people’s roles. It’s about working together with colleagues, partners, and customers to earn their respect, and get the best results. | **Essential** |
| **Communicates Effectively** Is about how we talk, write and engage with others. It’s about using simple, clear, and open language to establish positive relationships with others. It’s also about how you listen and make yourself open to conversation. | **Essential** |
| **Focuses on Results**Is about ambition and achievement. It’s about orienting ourselves towards the end product and considering the effect of our service. It’s about making the right impact, having the right result and changing things for the better | **Essential** |