

## JOB DESCRIPTION

Job Title:	Event Manager
Location:	ACC Liverpool
Responsible To:	Head of Operations
Responsible For:	Junior Event Managers, Floor Managers, Supervisor's & Events team

### Scope and General Purpose-

Ensure that all Events within ACC Liverpool are provided with the optimum level of equipment, service, product and staff. Strive to achieve that the highest possible standard of service whilst effectively controlling costs.

### Key Attributes – Essential

- Excellent communication skills
- Passion for working with people
- Passion for Food, Beverage and service
- Excellent attention to detail
- Exceptional time keep skills
- Exceptional personal presentation

### Operational Excellence

- To be fully accountable for your assigned events from start to finish – planning, delivery and post event
- To take events from operational planning to successful delivery, ensuring the success of each event is measured by KPI'S, such as health & Safety, customer feedback and financial controls.
- To implement consistent standards of operation in line with client and company needs and expectations
- Assist the Account Management team in ensuring that all operational requirements for each event are met at all stages
- Ensure that all areas are set and prepared to meet with event requirements
- Ensure that all areas are effectively closed down
- Ensure cash up procedures are followed.
- Ensure company uniform standards are adhered to across all areas
- Attend and participate in weekly operation meetings
- Lead the Junior management team to ensure maximum efficiency and productivity of staff
- Communicate with the client of each event and co-ordinate their requests so that their requirements are met
- To maintain and develop client relationships
- Strive to exceed customer expectations
- Ensure any commercial opportunities are maximized
- Be the face of your event, on hand to help your client when needed and instruct the team as required
- To effectively manage your team and provide them with the information and tools with which to achieve their roles
- Lead your team by communicating and motivating individuals effectively towards achievement of objectives, in particular Floor manager's & supervisors.



- Lead personal development of junior management team through coaching and structured personal development planning.
- Work with the Training Manager to support the recruitment process and development of the kitchen brigade at all levels. Strive to have a passionate, award winning team; known to be the best in the business.
- Ensure that all employees are thoroughly briefed prior to every event and capable of expectations.
- Assist the Training Manager to build a quality team of staff and motivate the team with a succession planning approach
- Undertake performance reviews with team members and set measurable personal development plans & objectives.

**Duties & Responsibilities:**

- Support the senior operations team to ensure that financial targets are met or exceeded
- Ensure that all members of the operations team are fully aware of and achieve their objectives
- Communicate with Head of Operations in respect of personal development, training, appraisals and long term objectives
- To be aware of and ensure that those responsible to you are aware of all legislation that is relevant to your work and ensure that all legal requirements are met including: Health and Safety at Work, Food Safety, Allergens, COSHH, Environmental Health, Fire Precautions and any others.
- Adherence to all Company Policies

**Occasional Duties**

- To assist at Company's Major Events when able to do so.
- Attend training courses designed for personal development.

This job description is non-contractual and is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at time of writing.