



Job Description: Sodexo Live!

Function:	Event Operations
Position:	Event Manager
Job holder:	-
Date (in job since):	-
Immediate manager (N+1 Job title and name):	Head of Convention Events
Additional reporting line to:	General Manager
Position location:	ACC Liverpool

1. Purpose of the Job – State concisely the aim of the job.

To support the Senior Event Manager and Head of Convention Events with event planning and delivery of events within the ACC Liverpool.

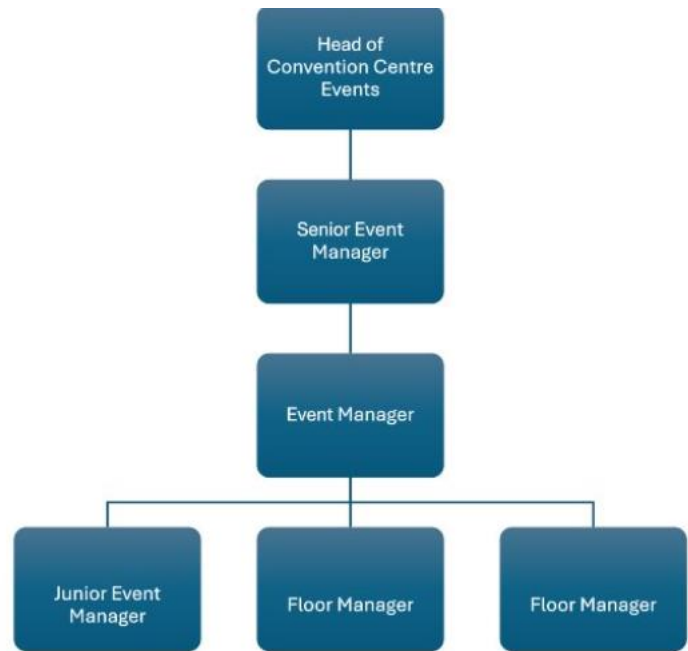
To produce all catering services at the required times to the company's standards, within the agreed specification and to the agreed performance, qualitative and financial targets.

To ensure that all events within the ACC Liverpool are provided with the optimum level of services, product and team whilst effectively controlling costs.

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

- Sodexo Live! UK&I Delivers services in food retail, hospitality catering, venue sales & hospitality ticketing sales and marketing.
- This role is for the Event Manager at Sodexo Live! at ACC Liverpool. This position is to support the Senior Management Team to implement consistent standards of operational planning and delivery of events in line with client and company needs and expectations.
- Diverse range of events running simultaneously.
- Within the role you will be managing a large number of Casual workers and a transient workforce along with Floor Managers and Supervisors.

3. Organization chart – Indicate schematically the position of the job within the organization. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Managing stakeholder expectations and balancing the expectations of senior management, department heads and employees while fostering a harmonious working relationship.
- High levels of managing client satisfaction/ expectations via strong relationships built alongside Account Management.
- Maintaining a positive team culture where all team members work in collaboration and support each other as required.
- Maintaining high performing teams demonstrated through talent and succession planning processes and staff engagement surveys working closely with Learning & Development Manager.

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Implement consistent standards of operation in line with client, company needs and expectations
- To be fully accountable for your assigned event from start to finish inclusive of planning, delivery and



post event.

- To support the Head of Convention Events and Senior Events Manager to take events from operational planning to successful delivery, ensuring the success of each event is measured through financial controls, customer feedback, client feedback and support the operations team to do the same on their events.
- 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 to company and venue procedure
- Ensure all cash up procedures and due-diligence checks are followed
- Ensure company uniform standards are adhered to across all areas
- Lead the junior management team to ensure maximum efficiency and productivity of staff
- Support the operation teams to communicate with the client of each event and co-ordinate their requests so that their requirements are met
- Maintain and develop client relationships
- Strive to exceed customer/ client expectations
- Be the face of your event, on hand to help your client when needed and direct 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 Managers, Supervisors and Casual Team Members
- Support personal development of Junior Management Team through coaching and structured personal development planning
- Ensure that all employees are thoroughly briefed prior to every event and capable of expectations
- Assist in building and developing a quality team of staff and motivate the team with a succession planning approach.
- Undertake performance reviews with team members
- Attend Personal Development Reviews and take ownership of your own training and development needs.
- 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 & Safety at work, Food Safety, Allergens, COSHH, Environmental Health, Fire Precautions and any others.
- Adherence to all Company Policies.

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- To meet client expectations whilst maintaining strict budgetary control in line with financial targets.
- Support the Senior Event Manager, Head of Convention Events and Account Managers to execute the planning and delivery of events to client expectations
- Lead develop, manage and motivate a high performing team to ensure that the clients receive services of the highest quality.
- Work with all departments to share best practice across site.

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

You will have proven experience of working as an Events Manager position or a similar position within the hospitality and catering industry. The ideal candidate will have a passion for food, beverage and people, with attention to detail, time management skills and the ability to inspire and develop a team to deliver outstanding service.

Essential Skills:

- Exceptional communication and interpersonal skills with the ability to build rapport across clients, guests and team members.
- Experience working within event spaces
- Understanding logistics for efficient running of events.
- High standard of literacy and numeracy
- Experience working within a large event/ conference environment
- Expertly manage day to day client relationships and expectations during events
- Experience of delivering high quality hospitality operations
- Management of large and diverse teams
- Manage multiple workloads and shifting priorities
- Deliver excellence in operational service standards and customer satisfaction
- Demonstrate resilience when faced with challenges and ability to manage conflict
- Ability to work to financial targets and budgets
- Strong problem-solving skills and leadership abilities with a focus on effective team management
- Personal License holder

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

8. Management Approval – To be completed by document owner

Version	1	Date	25/4/25
Document Owner	TL – L&D – ACC		

9. Employee Approval – To be completed by employee

Employee Name		Date	