

Job Description: Meetings & Events Manager

Function:	Sodexo Live!
Position:	Meetings and Events Manager
Job holder:	Meetings and Events Manager
Date (in job since):	
Immediate manager (N+1 Job title and name):	Senior Operations Manager
Additional reporting line to:	Operations Manager, Head of Operations, Catering Services Director
Position location:	Newcastle United Football Club - St James Park

1. Purpose of the Job – State concisely the aim of the job.
<ul style="list-style-type: none"> Oversee the end-to-end operational delivery of meetings, conferences, and non-matchday events within the stadium. Ensure all events are executed to the highest standards, aligning with brand values and client expectations. Co-ordinate cross-functional teams including catering, security, AV, and facilities to ensure smooth and safe event operations. Act as the main point of contact for event clients on the event day, ensuring a seamless customer experience. Drive operational efficiency and cost control through effective staff and stock management.

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

Operational Planning and Execution

- Lead the operational delivery of all meetings, banqueting functions, exhibitions and private events within the stadium.
- Conduct detailed pre-event planning meetings with internal departments, and clients as required, to confirm requirements, layouts and service expectations.
- Manage event-specific operational plans including staffing deployment, equipment set up, turnaround schedules and contingency planning.
- Oversee event setups and breakdowns to ensure all rooms and venue spaces are prepared according to detailed event specifications in a timely manner.
- Co-ordinate with operations, security, back of house, tech, cleaning and facilities teams to ensure a seamless, integrated delivery of services.
- Monitor and oversee live events to ensure smooth operations, service quality, and immediate resolution of issues.
- Attend daily and weekly meetings with operational teams as well as relevant HOD and departmental food, beverage, package and planning meetings.
- Conduct post-event evaluations and de-briefs to gather and assess feedback to identify potential areas for improvement.
- Work alongside sales and marketing team to conduct regular reviews of current meetings and events packages and services to ensure maximum customer appeal and profitability.

Team Leadership and Staff Management

- Recruit, train, roster, and lead a team of event operations staff, including supervisors, and large volumes of casual workers.
- Allocate roles and responsibilities based on event requirements and individual capabilities and experience.
- Conduct pre-shift briefings to ensure alignment in objectives and performance consistency.
- Foster a high-performance culture through continuous coaching, mentoring, and recognition, including but not limited to, proactive and reactive refresher training for operational teams as well as annual objective setting for all direct reports.
- Monitoring work performance of all operational staff, ensuring any poor performance is addressed in line with company's people management procedures.
- Complete weekly rostering of contracted team members, supplementing with casual staffing resource as the business demands, ensuring all shifts are entered into electronic time management system for accurate monitoring of labour costs.
- Monitor timekeeping, uniform standards, and grooming compliance of all event operations staff.

Compliance and Health and Safety

- Ensure all events are conducted in accordance with licensing laws, fire safety regulations, and health and safety standards.
- To work alongside Health and Safety Advisor to complete and maintain accurate risk assessments and method statements for all event activities.
- Ensure all relevant health and safety training is completed in accordance with company standards with all relevant documentation is appropriately signed off by all operational staff.
- Ensure that any changes to risk are identified and actioned appropriately and that all relevant safe systems of work are followed on shift.
- Ensure that all food and beverage is meticulously delivered in accordance with food safety and allergen management regulation.

- Liaise with security, first aid providers and license holders to ensure appropriate coverage for all events and emergency protocols are in place and briefed out accordingly.
- Ensure personal and team engagement with hazard, near miss and accident reporting through all applicable paper based and online processes.
- Ensure compliance with all other Sodexo and Sodexo Live! policies, terms and conditions, and standards, including but not limited to social media, grooming, conduct and ethics.
- Monitor a detailed maintenance and cleaning schedule for all meetings and events spaces, ensuring these are strictly adhered to and that work is carried out to a satisfactory standard.
- Report all defects of equipment, damage to furnishings and any incidents involving theft or hazard to management ensuring equipment is taken out of circulation, or facilities are taken out of service, as required.

Inventory and Resource Management

- Oversee the maintenance, storage and usage of event equipment, furniture and AV supplies, reporting any defects and sourcing new or replacement equipment as required.
- Manage ordering and replenishment of consumables related to meetings and events including, but not limited to, stationery and beverages.
- Co-ordinate with facilities and suppliers for equipment repair, rental or replacement as needed.
- Track usage and wastage of resources to control operational costs.
- Ensure safe storage and security of all stock and inventory, monitoring and investigating any discrepancies as required.

Administration and Financial Reporting

- Monitor event function sheets and long-term business to ensure accurate details such as room layouts and food and beverage services.
- Complete monthly recharges for internal meeting and events ensuring these are completed accurately and in a timely manner.
- Support operational profitability by monitoring event budgets, maximising sales opportunities and controlling costs through rigorous management of stock and staffing resources.
- Ensure weekly rostering is managed in line with demands of business and that associated timesheets are completed accurately and in a timely manner, ensuring correct costs are allocated to each roles or individual.
- Achieve budgeted food sales, beverage sales and labour costs relevant to meetings and events operation.
- Analyse data involving revenue and SPH/ATV across area of responsibility and an evidential awareness of operational trends.
- Ensure that all relevant events billing is done in a timely manner either to present to a guest or pass to commercial teams for processing.
- Seek and encourage opportunities for upselling throughout events, ensuring all revenue is captured on the day.
- Ensure the security of cash and PCI compliance is maintained throughout shift with all transactions and payments being made securely and full compliance with the company's inventory control procedures.

Quality Assurance and Continuous Improvement

- Liaise with key suppliers and build relationships with prospective supplier to enhance the meetings and events product.
- Assist with the production and updating of all event-related SLA and SOP manuals across the operation.
- Evaluate and monitor guest satisfaction including online feedback and direct complaints and compliments, dealing with them directly, and notifying other relevant stakeholders as required, to ensure that feedback is actioned promptly and personally.

- To be willing to assist/move to other areas of the business to further develop skills or meet the demands of the business
- To carry out any reasonable request from senior management whilst being flexible and adaptable to changes.

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

- Operating within a large, complex venue that hosts multiple events concurrently across different venue spaces with tight turnarounds and set up windows which often requires rapid shifts in operational focus.
- Balancing high client expectations with logistical realities and resource limitations, often needing to meet requirements under time pressure.
- De-escalating issues with dissatisfied clients during live events without compromising on guest experience.
- Ensuring all events meet health, safety and licensing standards particularly when working with high volumes of guests in complex venue layout.
- Anticipating and mitigating operational risks while maintaining a seamless front of hours operation and making fast, high-stakes decisions as required when unexpected disruptions occur.
- Delivering events within a tight budget while maintaining high service standards, navigating potential hidden costs for complex or bespoke events.

4. 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.

- Accountable for the consistent delivery of high-quality events that enhance the stadiums reputation and exceed client expectation, addressing feedback as required to improve service offering and delivery.
- Responsible for achieving efficient use of resources, controlling operations costs and contributing to overall profitability of business, including but not limited to, dedicated meetings and events annual budgets.
- Ensure a capable, motivated and well-prepared events operations team that can deliver complex events to high standards, consistently, across varied formats and scales.
- Maintain strong client relationships by ensuring operational delivery aligns with commercial promises and supports long-term client retention and repeat business.
- Ensure all operational aspects of event delivery are fully compliant with health and safety, licensing and other stadium policies, mitigating risk and ensuring safe environments for guests and staff.

5. 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.

- Responsible for operational delivery of 1500+ event per year including conference, banquets, exhibitions and private functions.
- Responsible for operational delivery of events across 23 flexible event spaces and 100 executive boxes.
- Responsible for managing a small, highly experienced, contracted operational meetings and events team as well as 300+ casual events team members.
- Contributing towards achievement of M&E revenue, total annual revenue and total profit against budget.
- Contributing towards achievement of consistently high HGEM feedback scores from both event organisers and attendees.

6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

Essential

- Experience of managing a large operation within a high-volume meetings and events operation.
- Experience of managing a large, multi-skilled workforce.
- Commercial awareness and experience managing costs associated with meetings and events operations.
- Experience of managing feedback and performance of others.
- Experience in managing change within a large-scale operation.

Desirable

- Experience working within a sports and leisure/stadia.
- IOSH Managing Safely qualification or equivalent.
- Food Safety Level 3 qualification or equivalent.

7. 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.

Levels

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Received:

Date:

Date:

Job holder

Immediate Manager