



Job Description: Sodexo Live!

Function:	Event Operations
Position:	Senior Events 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

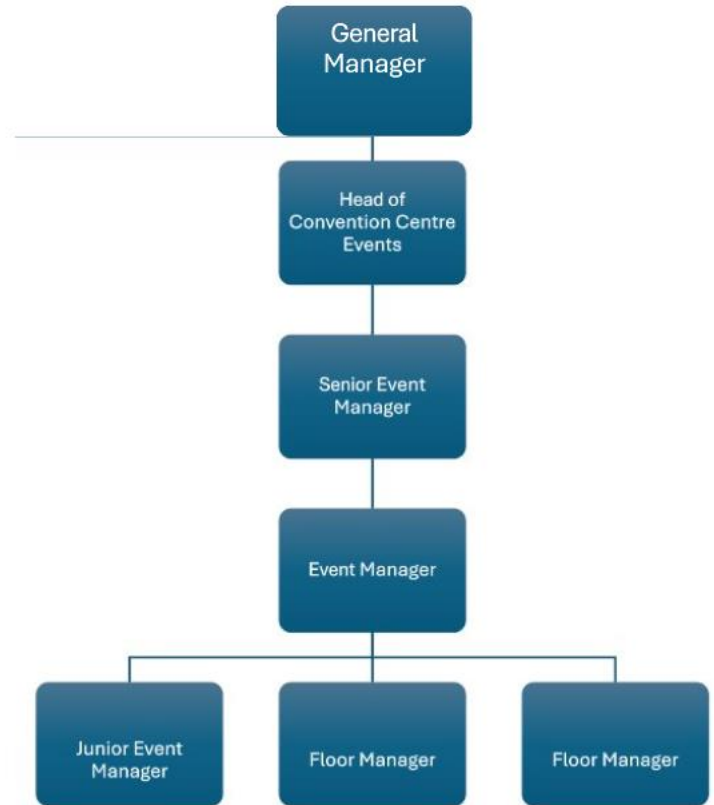
1. Purpose of the Job – State concisely the aim of the job.

To support the event planning and delivery of events within the ACC Liverpool reporting directly to the Head of Convention Events.
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 Senior Event Manager at Sodexo Live! at ACC Liverpool which is responsible for the effective planning of events and delivery of client expectations across a range of diverse events reporting directly to the Head of Convention.
- Within the role you will be managing a large number of Casual workers and a transient workforce.

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.

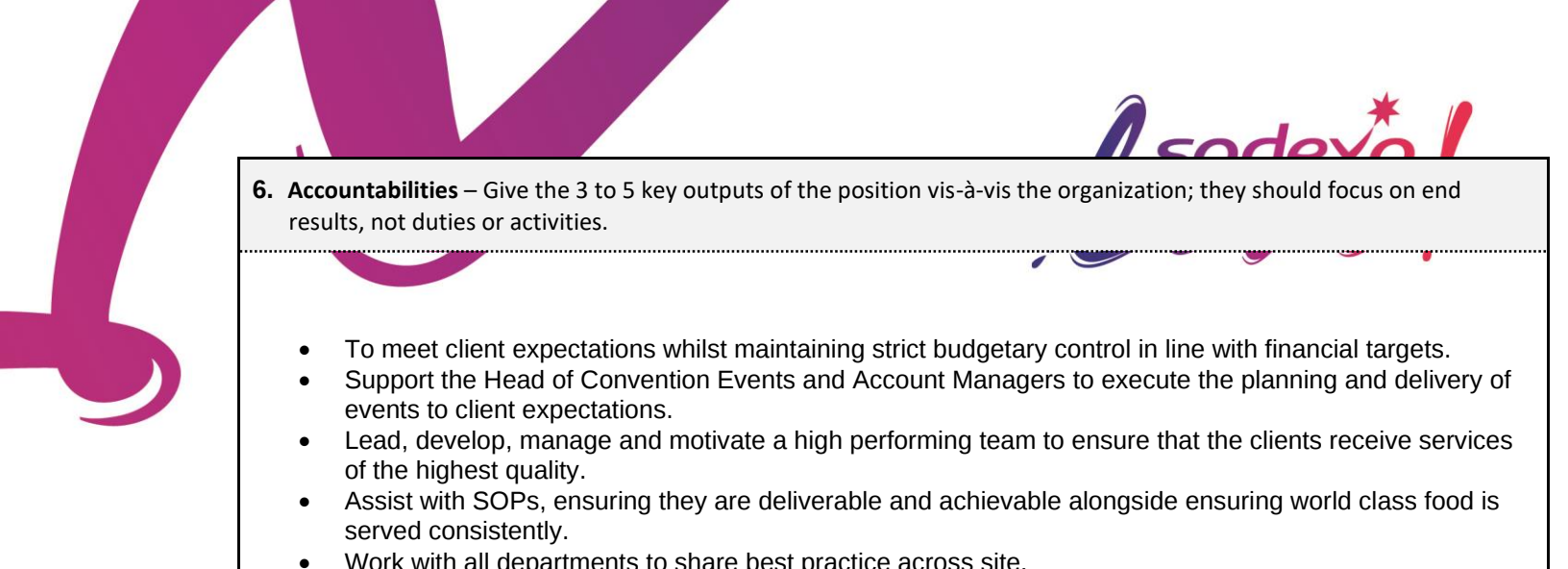


4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- 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 and responsible for all events from start to finish inclusive of planning, delivery and post event.
- 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.
- Implement consistent standards of operation inline with client and company needs and expectation and ensure that these are actioned by the wider team.
- Assist the Account Management team in ensuring that all operational requirements for each event are met at all stages.
- As a senior member of the operations team be a figure head, set and maintain high standards of food, beverage and service.
- Effectively manage your team and provide them with the information and tools with which to achieve their role requirements.
- Motivate and lead the team to perform their roles to a high standard and in alignment to the company policies and procedures.
- Ensure that all costs and expenditure are within the budgeted levels agreed and control all costs to meet financial targets.
- Ensure that all employees are thoroughly briefed prior to every event and capable of expectations set.
- Work with the Staffing Manager and Learning & Development Manager to support the recruitment process and development of the team at all levels and assist in building a quality team of staff.
- Undertake performance reviews with team members and set measurable personal development plans, succession plans & objectives.
- To be responsible for the correct operation and cleaning of all machinery, particularly dishwashers
- To maintain all operating equipment, floors, walls, ceilings and kitchen equipment to the highest standards of cleanliness
- 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 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.
- Assist with SOPs, ensuring they are deliverable and achievable alongside ensuring world class food is served consistently.
- 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 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.
- 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	23/4/25
Document Owner	TL – L&D – ACC		

9. Employee Approval – To be completed by employee

Employee Name		Date	