



# JOB DESCRIPTION

<b>Position:</b>	Venue Event Manager
<b>Department:</b>	Braehead Arena & Glasgow Clan
<b>Place:</b>	Braehead Arena
<b>Type</b>	Full Time
<b>Salary</b>	Salary commensurate and negotiable to experience - circa £35,000 gross plus performance related bonus
<b>Office Address</b>	Braehead Arena, Kings Inch Road, Glasgow, G51 4BN
<b>Responsible to</b>	Managing Director
<b>Responsible for</b>	Promoters, Event Staff, Floor Staff, Contractors, Security & first-aid personnel

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### TASKS AND RESPONSIBILITIES

- Undertake a range of operational and event related activities to ensure the venue provides the highest quality of service during all aspects of a varied event programme.
- Maintain a comprehensive knowledge of the venue and its capabilities to best advise clients on all aspects of their events during the planning and delivery process.
- Oversee all operational and administrative tasks associated with the event, including but not limited to equipment ordering, booking of resource and all activities delivery of event rider.
- Responsibility for the health and safety compliance of incoming event productions during load in, load out of show periods, through effective delivery of the event rider.
- Nurture relationships with event promoter representatives and touring crew during event periods.
- To act as the Events Silver Commander, as part of the venue's emergency plans on event nights, overseeing front of house areas. Lead on the resolution of front of house issues and customer complaints as required.
- Work flexibility to cover load in and load out periods as well as show and event times, including weekend and bank holiday cover where needed.
- Act as the event safety officer as and when required as part of the Braehead Arena emergency plan and implement and manage the emergency liaison team environment as well as liaising with external authorities where necessary. Leading by example and providing clear decision making.
- Lead regular event planning meetings, ensuring all aspects of the event are considered.
- Ensure medical and security provisions for events are planned in advance following set assessment tools, considering any security concerns.
- Work closely with the operations team in the planning of the event conversions and event setups, delivering accurate and relevant information for the purpose of staff briefings and job sheets.
- Attend client meetings during the sales process and take ownership of allocated events through the full journey of the event, including establishing good client relationships.
- Ensure the venue is presented in a high standard, paying attention to detail, good housekeeping, security and safety.
- Maintain good interdepartmental communications with a strong focus on safety and income generation, between events team members, box office, commercial teams, marketing, and sales

teams, to ensure events are organised efficiently and the required standards of service are maintained, and maximum income is generated.

- Maintain a professional relationship and liaise with police, environmental health, licensing, transport, public health and other external authorities on matters relating to the event planning and delivery process.
- Lead on the development, delivery and ongoing maintenance of the event department plans, and procedures including standard operating plans.
- Upsell additional items and identify income streams for events during the planning process.
- Oversee and implement internal administration procedures, including reports, event schedules and purchase control.
- To participate in all aspects of training and development as directed and to use all relevant learning opportunities.
- Risk Assess all events and any potential risks
- Contract management for physical security contractor to ensure events are protected appropriately, in accordance with the company's procurement rules.
- Develop, enhance and maintain effective relationships with key stakeholders and colleagues, to ensure effective management of event operations.
- Drafting and distributing Event Management Plans
- Lead safeguarding during events
- Other duties as assigned and required

#### **GLASGOW CLAN MATCH NIGHT RESPONSIBILITIES**

- Liaising with senior management team and implementing arrangements for home game nights.
- Generally overseeing the smooth delivery of a Glasgow Clan home game.
- Drafting and distributing home game night running order.
- Liaising and management of volunteers (i.e. Clan Crew and off ice officials)
- Analysing and implementing improvements to the match night experience.

#### **ROLE REQUIREMENTS**

- Ensure implementation and compliance of the club and venues policy and procedures.
- Ensure working practices are compliant with relevant legislation and data protection legislation and/or general data protection regulations (GDPR) requirements.
- Undertake continuous professional development (CPD) training and/or additional training as identified or as required.
- Hold a valid driver's license.

#### **KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED**

- Events Management degree level or 2 years industry experience.
- IOSH Managing Safely – or equivalent (Desirable).
- First Aid Qualification (Desirable).
- SIA Door Supervisor Qualification (Desirable)
- Level 4 Spectator Safety Management or a willingness towards achieving this within 9 months of commencing role.
- Experience of event management in a venue or on an event site with a diverse range of staff and contractors.
- Safeguarding training (Essential)
- Experience of using CAD software or equivalent, with the ability to interpret technical plans and layouts.
- Develop, manage and review operational procedures and work with various departments to identify improvements.
- Excellent IT skills including Word, Excel, Outlook etc.
- Exceptional administration and organisational skills.

- Strong communications, verbal & written skills.
- Commitment to outstanding customer service.
- A highly flexible approach to working hours is essential as working evenings and weekends is a requirement of this role.