



EVENT MANAGER

Job description

Department: Commercial, Content & Partnerships

Responsible to: Head of Events

Contract type: Full time, permanent

Salary: £30,000 - £33,000 per year

Level 4
SMT

Level 3
Managers

Level 2
Managers

Level 1
Team members

ABOUT WOOLWICH WORKS

London's Best New Spot for Culture 2021 – Time Out

Woolwich Works is London's newest landmark cultural hub, housed in five historic buildings on the Royal Arsenal. Following a multi-million pound refurbishment by the Royal Borough of Greenwich, our spaces opened in September 2021 and include a stunning 1500m² former factory performance and events venue, rehearsal and performance studios, event spaces, outdoor courtyard, and a café and bars. We're home to a number of world class resident artistic companies, including Chineke! Orchestra, the National Youth Jazz Orchestra, Luca Silvestrini's Protein and internationally renowned theatre company, Punchdrunk.

This job is being advertised by Woolwich Creative District Trust (the 'Trust'), an independent not-for-profit organisation founded to run Woolwich Works. We're working to build an exceptional, professional, inclusive creative community that delivers our mission to offer hope and opportunity by enabling people to realise their creative potential.

ABOUT THIS JOB

The Event Manager will operationally run commercial and artistic events at Woolwich Works, acting as the venue's representative to clients and promoters and contributing to the delivery of owned programme.

The Trust doesn't receive ongoing revenue funding or subsidy, and as such all income is used to run the organisation for the benefit of our community. The Event Manager is responsible for managing events and building the reputation of Woolwich Works as a leading events venue. You will also manage other internal and reputational events for the Trust.

As a manager you'll be expected to spend some time each month both delivering learning and development opportunities to others and benefitting from learning and development opportunities yourself as part of our Step-Up programme.

Is this job for you?

We're looking for an experienced events professional. You'll have worked in an arts or entertainment environment operationally. You will have a good understanding of event safety management and will be used to dealing with clients directly and supporting a sales function, upselling Woolwich Works' facilities as required.

You'll have worked with a range of suppliers from caterers to security and will be used to managing these teams onsite in a live event environment. You'll need to be comfortable managing conflicting demands and priorities, and with contributing to setting something up from scratch. Mostly, you'll be excited by the potential of our venues, and passionate about the vital contribution your success will make to the Trust's overarching ambitions and objectives.

How to apply

To apply for this role please visit www.woolwich.works/jobs-and-opportunities. You will be directed to our portal to complete the online application form no later than 23.59 on Wednesday 5 October 2022 (the 'closing date'). If you can't complete the form electronically, we can arrange an alternative version for posting - please contact us by phone to arrange.

Interviews for this role will take place on Thursday 13 October 2022 if applying, please keep this date free in case you're shortlisted.

CVs won't be accepted as an alternative to completing the form, and we operate an anonymous recruitment process. If you're unable to complete a written application for any reason please either email us or call (020) 8035 8835 so that we can discuss alternative arrangements for assessing your suitability for the job. However, you must do so at least one week before the closing date above.

We aim to give feedback to anybody who requests it but due to the high number of applications we receive it may take us some time to do so. We will always let you know if you have been unsuccessful and we aim to stick to the time frame outlined in the job advert.

We're proud of the diversity of our community and aim to build a team that represents it. We therefore particularly welcome applications from people from black, Asian and ethnically-diverse backgrounds, and those identifying as D/deaf or disabled.

RESPONSIBILITIES

We try to make our job descriptions as straightforward and accessible as possible. They're not intended to set out every duty in detail, but to explain the key responsibilities so that you understand the nature of the job. How you go about doing it will be discussed and agreed between you and your manager on an ongoing basis.

All our team members are additionally expected to work to our Competency Framework. This is a Level 2 (Manager) position.

Key responsibilities specific to this job

1. To be responsible for event operations of a variety of different types and scales for venues of different capacities:
 - a. Banqueting, conferencing, meetings, receptions and promenade events up to 2,500 guests



- b. Mid-scale and large-scale weddings
 - c. Brand activations
 - d. Artistic events, concerts, comedy gigs etc
 - e. Community and Education events
 - f. Internal cultivation events and Private Views
- 2. To work operationally as an event manager, supporting clients and liaising with and directing internal teams and external suppliers as required.
- 3. To be a point of contact for enquires relating to venue hire, brand activations and commercial filming and photography, and provide necessary information to support the Event Sales Manager.
- 4. To use systems as required to deliver a consistent, first class level of customer service and to resolve any day to day operational issues that may affect the delivery of events.
- 5. To ensure that financial data related to venue hire is accurate and well-managed including the inputting of data and the raising of invoices when required.
- 6. To ensure all events are correctly booked into the event / venue management system, that GDPR requirements are adhered to, the booking of resources is completed and accurate information is disseminated in a timely fashion.
- 7. To liaise with colleagues in all relevant departments and with external contractors and other external stakeholders to ensure the successful delivery of all events.
- 8. To collate, review and disseminate event safety documentation, ensuring that clients, hirers and suppliers work safely and in accordance with the Trust's Health and Safety Policy and other relevant policies and procedures.
- 9. To work in accordance with the Trust's policies, procedures and terms and conditions and that required information is obtained from the hirer and disseminated internally in good time.
- 10. To contribute to our Step-Up programme by:
 - a. developing and delivering learning and development relevant to your skills and expertise and mentoring and coaching other team members and members of the local creative community and other creative organisations;
 - b. leveraging relationships with contacts, partners and peer organisations to deliver learning, development and work experience opportunities.

General responsibilities

- A. To champion and promote the values and behaviours set out in the Woolwich Works Competency Framework, promoting diversity and inclusion and acting as an ambassador for the Trust and the borough.
- B. To act as a first aider, fire marshal or Duty Manager if required by the Operations Director or Chief Executive.
- C. To accommodate, support and encourage work experience placements, interns and apprentices.
- D. To work safely and encourage and require others to work safely, in accordance with the Woolwich Works Health and Safety Policy and any other relevant policy or procedure.



- E. To safeguard the organisation's data, working in line with the Trust's data protection policies and in accordance with the Data Protection Act 2018.
 - F. To be responsible for undertaking training and development as required to meet the needs of the organisation.
 - G. To always act in the best interests of the Trust, and in line with all company policies.
 - H. To undertake any other duty in line with the level of the job as may be required.
-

PERSON SPECIFICATION

We'll decide whether to invite you for an interview by reviewing your application against the responsibilities above and the skills below.

Essential skills and experience

- I. Experience as an Event Manager / Assistant or equivalent in a relevant comparable venue or organisation; currently or recently employed in a similar events role
- J. A proven track record of successfully delivering high-value events, evidenced by client retention
- K. Commercially savvy, with a proven track record of driving income and profit
- L. Demonstrable project and time management skills
- M. A confident and capable communicator, able to work well with a wide range of people and stakeholders; highly emotionally intelligent
- N. Able to work effectively both within a team and on own initiative
- O. Passionate about people, communities, diversity and inclusion

Desirable skills and experience

- P. Experience of working with live music or comedy promoters
- Q. Working with Artifax
- R. Event safety management experience, IOSH Managing Safely qualification or equivalent
- S. First Aid at Work qualification
- T. Experience of working in a start-up situation and / or setting up operating procedures and policies
- U. CAD / floor plan design experience
- V. An in-depth knowledge of the Royal Borough of Greenwich

If we invite you for an interview, we'll explore your suitability for the job based on the contents of your application, this job description and our Competency Framework.

CONDITIONS

Hours: Typically 40 hours per week, either 9am – 5pm or 10am – 6pm, Monday to Friday outside of event delivery times and evening, weekend and bank holiday working



on a flexible basis as required in support of the events programme, for which no additional payment will be offered.

Location: You'll be based in Woolwich, south east London. The exact location will be subject to change during your employment. We may require you to work elsewhere or travel within the UK as part of your job.

Holiday: Based on a full-time contract (40 hours over five days per week), you will have 25 days' holiday per calendar year plus public holidays (or days off in lieu of public holidays as business needs require).

Probationary period: Six months

Notice period: Prior to receiving written confirmation of the satisfactory completion of the probationary period, either you or the Trust can terminate employment by giving one month's notice in writing.

Following satisfactory completion of the probationary period, the notice period will be four months.

DBS check: You must tell us about any unspent criminal convictions when applying for this job, and undertake an enhanced Disclosure and Barring Service ('DBS') check if appointed (and at least annually thereafter). Having a criminal record will not necessarily bar you from working with us, but we will consider the nature of any disclosed convictions and their relevance to the job and the Trust. If you don't disclose information relating to unspent convictions, we'll withdraw any offer of employment that we may subsequently make, or terminate your employment.

References and right to work: Any offer of employment will be subject to the receipt of two satisfactory, written references, one of which must be from your most recent employer or professional contact. You must have the legal right to work in the UK.

From the Royal Borough of Greenwich, for everyone.

Founder:

