

Job Description

Job Title	Venue Operation Coordinator Apprentice
Directorate	Neighbourhoods and Housing
Service Area	City Halls
Grade	AP2
Competency Level	1
Salary	£24,547
Job Type	Office Based / Hybrid
Location	City Halls (St George's Hall primary base)
Apprenticeship	Facilities Services Operative Level 2 - Facilities services operative / Skills England

About the Role

The Venue Operations Coordinator Apprentice will support the successful delivery of events, activities and day-to-day venue operations across Liverpool's City Halls portfolio. Working alongside experienced venue professionals, you'll gain hands-on experience in event delivery, customer service, health and safety, hospitality and venue management while completing a recognised apprenticeship programme.

This is an exciting opportunity to learn how major civic, cultural, corporate and commercial events are delivered, whilst developing the skills and experience needed for a future career in events, hospitality or venue management.

What You'll Be Doing

You will:

- Support the preparation, delivery and breakdown of events and activities across City Halls venues.
- Assist with room layouts, furniture setup and event changeovers.
- Help ensure venues are prepared and presented to a high standard for customers and visitors.
- Support the safe storage and management of equipment, furniture and operational supplies.
- Assist with venue inspections and report any maintenance or safety concerns.
- Work alongside colleagues, contractors and event organisers during events and activities.
- Provide excellent customer service to visitors, clients, performers and delegates.
- Support meet-and-greet activities and help create a welcoming environment for all visitors.
- Respond professionally to customer enquiries and requests.
- Learn and follow health and safety, security and operational procedures.
- Assist with routine safety checks and compliance activities.
- Support emergency procedures and incident response activities when required.

What You'll Learn

During your apprenticeship you'll develop knowledge and skills in:

- Event planning and event operations.
- Venue management and facilities operations.
- Customer service and visitor experience.
- Hospitality operations.
- Health and safety in event environments.
- Risk assessments and safe working practices.
- Event setup, logistics and coordination.

- Working with contractors, suppliers and event organisers.
- Communication and teamwork skills.
- Professional standards within the events and hospitality sector.

You'll also gain practical experience supporting a wide variety of events within some of Liverpool's most iconic venues.

Is This Role Right for You?

We're looking for someone who:

- Has an interest in events, hospitality, customer service or venue management.
- Enjoys working with people and providing excellent customer service.
- Is enthusiastic and eager to learn new skills.
- Can communicate confidently and professionally with a wide range of people.
- Works well as part of a team.
- Is organised and reliable.
- Has a positive attitude and a willingness to get involved in a variety of tasks.
- Is comfortable working in a busy and fast-paced environment.
- Is willing to work flexibly, including evenings and weekends when required.
- Wants to build a career in the events, hospitality or venue management sector.