

Job Description

Job Title	Venue & Event Manager
Directorate	Neighbourhoods & Housing
Service Area	Culture Liverpool
Grade	6
Competency Level	1
Salary	£34,314 - £38,626
Job Type	Office Based
Location	City Halls (St Georges Hall, Croxteth Hall, Town Hall)
Disclosure and barring service (DBS)	Enhanced DBS Child Barred List - Child and Adult Workforce
Job Evaluation Ref No	

Job Purpose

You will lead on client liaison from sales to operational delivery of events across City Hall venues.

You will be the primary point of contact for clients throughout the sales to operations journey and will ensure all activities are executed to an extremely high standard, in line with client expectation and venue operations legislation.



You will ensure that the venue and the events delivered are viewed as shining examples of excellence to both internal and external customers.

Directly Responsible For:

Client Liaison, event operations staff when managing on-site events

Directly Responsible To:

St George's Hall, Town Hall & Croxteth Hall Venue Operations Managers

Main Areas of Responsibility:

- You will be a self-motivated, confident, and enthusiastic individual, who will bring a true passion and focus on driving new income streams, identifying sales opportunities and leads for St George's Hall, Liverpool Town Hall & Croxteth Hall
- You will be responsible for end-to-end development, sales, coordination and management of bespoke Corporate and Public events
- Anticipate project needs, discern work priorities, and meet deadlines with little supervision, and be willing to work evenings and weekends
- Primary point of contact for all internal and external event related client issues relating to any of the venues under City Halls portfolio
- You will be responsible for promoting, securing and developing commercial business for City Halls by cross selling across, with a core focus on promoting venue hire sales of Weddings & Events within City Halls
- You will prepare and process accurate client quotations, proposals and process procurement in line with LCC Standing Orders
- You will conduct client presentations / show rounds across all City Asset venues, converting the initial tentative enquiry into a confirmed hire

- You will have excellent customer service and be able to adapt to different client requirements
- You will produce detailed event specifications to accurately record the client requirements so that consistently exceptional standards of service are delivered whilst fulfilling all of the customers' requirements
- Produce post event reports with a cost overview of the event detailing profit / loss
- Liaise with client and suppliers to organise and coordinate other venue requirements i.e. equipment, catering, decorations etc
- You will be a key contributor and user of the Venue Management System
- You will build & manage client databases through Customer Relationship Management and ensure all enquiries are dealt with promptly, in a friendly and professional manner, in line with City Halls standards
- You will be a primary user of the Venue Management system, maintain overall knowledge of events calendar; including operational implications, and attend appropriate meetings where necessary
- You will lead on pre-event operational briefings with clients and any relevant personnel e.g. Venue Operations staff, security firms, caterers, AV companies & performers, to ensure all activity is managed & delivered to the highest standards of service and safety
- You will ensure the professional delivery of all programmed activity taking place within City Halls and their external locations (Concert Room, Great Hall, Visitor Centre, The History Whisperer, Public Realm or St Johns Gardens) ensuring all activity is executed in line with client requirements, relevant legislation, licenses, regulations or LCC requirements
- You will ensure members of the Venue Operations team and any sub-contracted staff are delivering excellence at every touch point during all activity taking place

- You will support the Head of Venue Operations in continuously improving event delivery by understanding areas for development and sharing examples of best practice
- You will ensure City Halls event operations, comply with all laws, licenses, regulations or LCC requirements, for any event activity taking place
- You will support procurement processes for any relevant activity or purchases, to secure the best quality at the best possible price
- You will ensure compliance with all Health & Safety requirements applicable to Events, organising, implementing, managing & controlling all aspects of HASWA including all LCC rules, policies and procedures
- You will be a designated First Aid responder
- You will support the Communications and Marketing Manager by sourcing and securing images, copy and content to be used on City Halls websites and social media channels to ensure maximum awareness of events
- You will deliver all events to the highest standard and
- You will have a personal drive, passion and determination for continuous improvement of all activity taking place within City Halls, so they are viewed as a shining example of excellence to all service users
- You will advise Head of Venue Operations on any identified changes or innovations to assist in continuously improving operations in City Halls

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The post holder will occasional be lifting when on site for an event
- Sitting behind a desk on a PC for prolonged periods

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills



required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency **level 1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Experience in a relevant field i.e. Venue/ Sales / Event / Operations or Logistics management (A/I)
- Strong aptitude for the application of Health and safety with particular reference to Method Statements and Risk Assessments and their implementation within an operational or venue environment (A/I)
- Event Management knowledge or experience (A/I)
- You will be required to be trained and qualify as SIA and be a designated First Aider (A/I)
- Personal Licence Holder (Part 6 Licensing Act) (A/I)

Experience

Essential

- You will have proven experience of co-ordinating a team of both internal & external personnel, motivating and leading them to deliver excellence and first-class service at every contact point (A/I)
- You will have excellent verbal and written communication skills with experience of producing management reports and responses (A/I)
- You will have experience of creating and monitoring processes to ensure the effective & efficient management of all venue activities eg commercial reports, financial reports, staffing reports, and event profit and loss (A/I)



Skills/Abilities

Essential

- Experience of securing business to maximise net income whilst maintaining quality and integrity (A/I)
- You will be competent and confident in using your commercial acumen and initiative in order to identify new opportunities & secure contracts - you will bring personality and passion and be driven by achieving commercial success (A/I)
- Ability to develop, deliver and manage operations & logistics to a very high standard with an excellent working knowledge of implementing Standard Operating Procedures for personnel to adhere to (A/I)
- The ability to pioneer new approaches to service delivery including day-to-day operations, events and commercial opportunities, showing creative flair and a pro-active approach to management and problem-solving (A/I)
- You will have a positive mental attitude and be an enthusiastic, self-motivated, positive and professional manager with an adaptable, flexible approach to work (A/I)
- Financially aware and commercially astute; you are able to fully consider the financial implications of all City Hall activities, monitoring expenditure and ensuring true value for money is delivered, working within client budgets and producing financial reports (A/I)
- The ability to produce Event Management Plans and act as Event manager for any events in various City Halls locations with varying audience sizes (A/I)

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level
- The role is venue based, working from home may be possible occasionally, business needs dependant