

Job Description

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| Job Title | Venue Operations Manager |
| Directorate | Neighbourhoods & Housing |
| Service Area | Culture Liverpool |
| Grade | Grade 8 |
| Competency Level | 1 |
| Salary | £46,142 - £51,356 |
| Job Type | Office Based |
| Location | City Halls |
| Disclosure and barring service (DBS) | Enhanced DBS – Child and Adult Workforce, Child Barred List |
| Job Evaluation Ref No | A10079 |

Job Purpose

Responsible for leading and managing the delivery of venue support operations, with a strong emphasis on back-of-house functions. This role ensures that all support services meet the highest standards of safety, efficiency, and presentation, contributing to a seamless and professional environment. The manager plays a key role in maintaining operational excellence, supporting front-of-house teams, and ensuring compliance across all venue activities.

**NB: Facility Management is the responsibility of the Property Management team, however the Operations Manager will be the lead point of contact for the designated FM Manager on any building related matters.*

Directly Responsible For:

Building & Event Supervisors / Venue Operations Support staff

Directly Responsible To:

Head of Venue Operations

Main Areas of Responsibility:

Operational Team Management:

- Provide strategic leadership and accountability for the performance, compliance, and collaboration of event operational staff, ensuring consistent delivery of high-quality events
- Lead and coordinate all back-of-house event operations, ensuring seamless delivery aligned with event requirements
- Oversee staff rostering to ensure appropriate coverage, operational efficiency, and alignment with event requirements
- Develop a skills matrix and training programme to enhance the operational knowledge and effectiveness of the event delivery team
- Manage consistent implementation and maintenance of uniform standards across all staff, promoting professionalism, brand alignment, and a positive guest experience
- Introduce workforce planning and succession strategies to ensure long-term operational resilience and talent development

Venue Operations:

- Develop and implement robust Standard Operating Procedures for venue and event and venue operations, ensuring safety, coordination, and service excellence
- Drive cross-functional collaboration with the Premises Management Unit and senior stakeholders to guarantee proactive building maintenance and infrastructure readiness that supports high-profile event activity
- Provide executive oversight of asset management processes, ensuring timely repairs, lifecycle planning, and accurate financial reporting to inform strategic decisions
- Lead strategic planning for venue utilisation, capacity optimization, and revenue generation opportunities
- Ensure compliance with licensing, accessibility, and sustainability standards across all venues

Technical Oversight & Compliance:

- Provide strategic technical governance for all scheduled works, ensuring rigorous appraisal of RAMS, tenders, and equipment specifications to guarantee safe delivery, operational resilience, and best value
- Lead and own the risk assurance process, authorizing or escalating event-related RAMS to independent Safety Advisors where appropriate, and embedding a culture of proactive risk management across all technical operations
- Direct and maintain enterprise-level continuity planning, ensuring the City Halls Business Continuity Plan and Business Impact Assessment remain current, robust, and aligned with organizational risk frameworks
- Champion innovation and digital transformation, driving modernization of operational systems and technical infrastructure to enhance efficiency, compliance, and future-proofing of venue operations

Resource & Equipment Management:

- Be fully accountable for the responsible use of council resources, promoting sustainability through waste reduction, reuse, and recycling
- Conduct routine audits of event equipment and storage areas to ensure upkeep, security, and commercial readiness
- Produce a comprehensive 'City Halls A–Z' guide and implement a succession plan to support front-of-house teams during out-of-hours events
- Develop procurement strategies for equipment and services, ensuring cost efficiency and compliance with public sector procurement regulations

Safety & Risk Management:

- Maintain venue and event specific health and safety documentation, across City Halls, with a strategic focus on St George's Hall
- Manage access control systems, security passes, and key distribution for St George's Hall, maintaining auditable records and ensuring secure operations.
- Ensure regulatory compliance and emergency readiness
- Act as primary liaison with police, emergency services, and external agencies to integrate public safety protocols into event operations
- Lead risk assessments for high-profile events and advise senior stakeholders on mitigation strategies

Budget and Financial Responsibility:

- Lead the procurement, coordination, and oversight of contractors for venue operations, ensuring all services meet contractual, health and safety, and operational standards; manage budgets effectively, monitor expenditure, and maintain strong relationships with external partners to ensure value for money and compliance with procurement policies
- Manage staff enhancements and overtime within agreed budget parameters, balancing operational needs with cost efficiency

- Develop and implement strategies for income generation and alternative funding streams, supporting long-term financial sustainability
- 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
- Monitor financial performance and deliver within budget
- Monitor financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies
- Explores different options for funding and income generation
- Include details of the value of budget/financial responsibility and what this budget should be use for

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:

- This role requires flexibility to support a 7-day-a-week operation, including regular out-of-hours work, evening, weekend, and public holiday availability, as well as the physical ability to navigate large venues and respond to operational needs on-site

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: **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

- First Aid at Work qualification (A)
- Experience in event or entertainment venue operations (A)
- IOSH or NEBOSH certification in Health & Safety (A)

Experience

Essential

- Proven experience in venue operations management (I)
- Experience conducting and managing risk assessments (I)

Desirable

- Strong knowledge of H&S legislation and risk management practices

Skills/Abilities

Essential

- Strong organisational and planning skills, with the ability to manage multiple priorities and deadlines (I)

- Ability to develop and implement Standard Operating Procedures and training programmes (I)
- Strong communication and interpersonal skills, with the ability to liaise effectively with internal teams, external agencies, and emergency services (I)

Commitment

Desirable

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

Other

Essential

- DBS

