



Job Title	Events Manager
Reports to	Operations Manager
Line Manager to:	Casual Event Staff
Business Function	Operations - Events
Business Operation	Thomley Hall Centre Ltd
Location	Worminghall
Hours of Work	40 hours Mon – Sun but undertake hours to suit business needs

#### Purpose of the role:

- Planning, delivering and reviewing all aspects of the events programme.
- Directing and supporting operational staff to create and deliver a programme of events to meet the requirements of strategic business plans and visitors.
- Plan, run and deliver events that either generate income, support beneficiaries or engage with our community.

#### Essence of the role:

The essence of the role is to deliver events that meet the charity objectives and strategic plan.

The Events Manager will:

Manage the casual event staff at events and ensure they are motivated to deliver a professional and exciting experience for visitors and the community, which includes activities, catering and entertainment.

Obligation to fulfill all functions events, ensuring all aspects of the event are planned and delivered as per an events plan.

Building trust and relationships with all stakeholders, including visitors, staff and volunteers.

Attend SMT meetings when required to represent events information.

### Essential Skills and Knowledge for the role

#### Overview

The role will require:

- A pro-active approach to planning, delivering and reviewing all aspect of events to make sure key objectives are achieved for each event.
- The ability to understand and manage budget lines.
- Good interpersonal skills with the ability to drive a very strong relationship management approach internally and externally.
- Significant experience of taking responsibility for the consultation, creation, development and execution of project / event plans both on time and on budget.
- Adopt a consultative approach to business development– ensuring that change can be managed and implemented in a collaborative and positive way.
- Clear understanding of customer service, with the ability and skills to identify customer needs and be innovative in meeting these requirements.
- Understanding of working within the field of supporting disabled people of any age, their families, friends and carers.

## **Accountabilities and Responsibilities**

### **Key Accountabilities**

- Ensure Thomley provides a dynamic and engaging range of events that supports the requirements of all our visitors and the community.
- Develop new events in line with the Charitable objectives.
- Manage delegated budgets and spends with regards to events and work in partnership with the Catering Coordinator to do so.
- Make sure that events are compliant with current regulations, specifically Fire, Health & Safety, First Aid and Food Hygiene as well as any other addition legislation that may come into practice.
- Provide monitoring information and reports where required by the Senior Management Team.
- Make sure policy and procedure is followed by events staff and volunteers.
- Promote all events in partnership with the Marketing Consultant

### **Key Responsibilities**

- Responsible for providing daily management support for team - including a clear reporting structure, effective planning and scheduling of work, 1:1's, appraisals and performance management.
- Review and feedback, comments and complaints from events taking action as required.
- Fulfill the role of Duty Manager at an event.

- Monitor allocated budgets and take action as needed to make sure targets are met.
- Engage with all external stakeholders as needed in promoting the benefits of Thomley and services provided.
- Liaise with internal colleagues to make sure our events are actively promoted to a wide an audience as possible.
- Make sure risk assessments are completed and updated as required for events.
- Make sure all accidents and incidents at an event are reported timely and accurately.
- Act as Fire Marshal, First Aider and Designated Safeguarding Lead as required.
- Ensures smooth running of commercial events and projects.
- Conduct post event reviews to shape future changes and good practice modeling.
- Recruit and manage event volunteers.

# Thomley Hall Centre

## Person Specification

### Knowledge

Essential	<ul style="list-style-type: none"><li>• Understanding of the operation of medium size charity/organisation and challenges this brings.</li><li>• Specific event / project management training or qualification.</li><li>• Significant experience of running an events programme.</li><li>• Significant experience of managing events from planning through to delivery.</li><li>• Understanding of disability focused work environments.</li><li>• Competent at using information and communication technology (ICT).</li><li>• Experience of leading, managing, and motivating staff and volunteers.</li><li>• Knowledge or experience of the issues experienced by people with disabilities and their families.</li><li>• Good interpersonal and communication skills.</li><li>• Clear understanding of health and safety and safeguarding.</li><li>• Clear DBS.</li></ul>
Desirable	<ul style="list-style-type: none"><li>• Management training or qualification.</li><li>• Knowledge of current national debates / policy development in the Charity and Leisure Sectors.</li><li>• Wide ranging practical knowledge of budget management and financial accountability.</li><li>• Safeguarding Designated Lead Training.</li></ul>

### Professional Experience

Essential	<ul style="list-style-type: none"><li>• The ability to lead and motivate people and develop a high-level team performance.</li><li>• A demonstrable track record of managing multiple events programmes.</li><li>• Excellent communication, public speaking, and media skills.</li><li>• Experience of working with contractors to deliver services.</li><li>• Experience of marketing and communications and social media.</li><li>• Catering and hospitality experience.</li></ul>
Desirable	<ul style="list-style-type: none"><li>• A track record of outstanding stakeholder management in a complex operating environment.</li><li>• Experience of data and visitor feedback collation.</li><li>• Experience of conducting post project reviews.</li></ul>