

LIVERPOOL EXPERIENCE CAMPUS

JOB DESCRIPTION & ROLE PROFILE



Event Management

Event Manager

REPORTS TO: Senior Event Manager for initial 6 months and then Head of Events

DIRECT REPORTS: N/A

JOB PURPOSE

To lead the planning, coordination, and safe delivery of all events across Liverpool Experience Campus ensuring each event is executed to the highest professional standards. The role is responsible for delivering exceptional customer experiences for both internal and external stakeholders, while continuously monitoring, maintaining, and enhancing service quality. This includes fostering strong relationships, driving operational excellence, and ensuring all events meet regulatory, safety, and organisational requirements.

MAIN DUTIES AND RESPONSIBILITIES

- Liaise with clients during the sales process providing detailed venue information as required and ensuring the event is achievable within the proposed spaces of the venue and event delivery costs are made available as required.
- Once an event is confirmed to become the lead manager who will focus on all aspects of planning, budgets, safety and overall event delivery.
- Provide leadership, advice and support to all clients and their representatives during the planning process to ensure requirements are understood, safe and legally compliant.
- Facilitate and lead on site visits during the event planning process to ensure clients' needs are fully understood and achievable
- Lead on all aspects of planning and on-site delivery for allocated events, acting as a main contact between the client and all service partners/departments working on the event, including managing service partner staff during the live event tenancy period.
- Work closely with the catering team ensuring client requests are appropriately dealt with and client satisfaction is continually monitored.

- Take an active role in all client menu tastings ensuring notes/photographs are made available. These should be checked during the live event to ensure catering quality and delivery is in line with the client and LEX requirements.
- Creation and Management of comprehensive electronic event folder for each event ensuring all legally required documentation is available as required.
- Create an event safety file for each event and create an event specific risk assessment ensuring any risks and hazards are appropriately assessed and any measures to reduce risks are communicated, implemented and reviewed.
- Prepare a pre event risk assessment document which should be presented to the internal risk assessment group to identify, discuss and agree the event risk category inline with the LEX security strategy
- Ensure the relevant safety documentation received from the client, their contractors and internal departments is adequate, comprehensive and legally compliant
- Creation of a comprehensive Event Schedule for each event ensuring concise information is provided to internal and external stakeholders.
- Ensure CAD layouts are created for all events and compliance of each drawing in line with the E/A Guides.
- Negotiate with service partners to keep operating costs to a minimum whilst still ensuring adequate cover is maintained, budgets are met and that services provided, and supplies purchased, meet the required safety and legal standards.
- Maintain good interdepartmental communications between Events Team and the Production, Catering, Sales and Marketing departments to ensure events are organised efficiently and effectively, required standards of services are maintained, and client's requirements are met.
- Create and maintain accurate service orders and extra's quotes ensuring all additional costs are invoiced to clients or added to settlement invoices.
- Complete a comprehensive post event report to identify contractual and overall performance of all other departments and ensure any action points are raised and allocated to relevant departments at the weekly Events Meeting.
- Upsell additional services and identify further income streams for all events during the planning and delivery stages to maximise event contribution.
- Manage pre-door checks as required and liaise with all parties to ensure all compliance and procedural pre-door processes are adhered to and the venue is safe and suitable for opening to the public
- Manage appropriate checks such as fire safety, emergency evacuation, service partner staffing levels are as agreed to ensure successful delivery of events.
- To liaise with security control on all event related security incidents
- To manage and approve ejections from the venue as required

- To manage event related coded alarms including decision making responsibility for any emergency or evacuation
- Manage any customer complaints during events to ensure a solution is found.
- Assume the role of Bronze Command on events as required maintaining contact with, the on-site event delivery team and relevant LEX senior management team and emergency services as required.
- Maintain a comprehensive knowledge of the venue and its capabilities in order to best advise clients on the logistical and safety aspects of their events
- Establish and maintain good working relationships with partners and agencies – in this instance the local authority, event organisers, and other relevant internal and external agencies.
- Monitor the appearance and facilities at LEX, to ensure they always meet the required standards, in both front and back of house areas.

GENERAL

- To contribute to the success of our One Team culture to deliver our aims and objectives, maintaining a flexible and positive attitude.
- To adhere to Liverpool Experience Campus' Health and Safety policies and procedures and to observe a duty of care to all visitors, staff and contractors to Liverpool Experience Campus
- To undertake any other duty commensurate with this post as determined by your manager.
- 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 at the time of writing.
- It is inevitable over time that the emphasis of this job will change, therefore this information will be periodically reviewed, revised and updated involving the post holder.

ROLE PROFILE

ATTRIBUTES	DESCRIPTION	ESSENTIAL/ DESIRABLE	HOW MEASURED
TRAINING & QUALIFICATIONS	IOSH Managing Safely NEBOSH	E D	A, I
EXPERIENCE	Substantial experience of event management Substantial experience of customer service and dealing with individuals at all levels Significant experience of Operational management Demonstrable experience of having delivered service improvements in a commercial environment Demonstrable experience of achieving demanding targets	E E E D D	A, I
SKILLS & KNOWLEDGE	Detailed understanding sector and events management Understanding of Risk Assessments and their importance Developed ability to make quick and informed decisions and implement them Detailed understanding of Health and Safety/CDM legislation within the conference/entertainment industry Developed problem solving ability Developed IT skills and awareness of using software packages Highly developed negotiation skills Highly developed organisational skills including time management Highly developed ability to react calmly and efficiently to any situation and find a resolution Highly developed customer service skills	E E E E D E E E E E	A, I
KEY ATTRIBUTES	Emotional intelligence, pragmatic, resilience, internal/external stakeholder management, confidence, good verbal and written communication	E	A, I

Key for How Measured:

I - Interview

P - Presentation

A - Application

E - Exercise

T - Test

AC - Assessment Centre

CS - Case Study

Signed by Employee:

Date:

Signed by Line Manager

Date