



## Monsoon Role Profile

### ROLE TITLE: Senior Event Manager

<b>DEPARTMENT:</b>	<b>REPORTS TO (JOB TITLE):</b>
Events	Operations Manager
<b>BUSINESS UNIT:</b>	<b>NO OF DIRECT REPORTS:</b>
Monsoon	1
<b>Salary:</b>	<b>Grade</b>
Competitive	B

The duties and responsibilities of this role may vary from time to time and the post holder will be expected to perform other such duties that are reasonably comparable to the role. Company health and safety policies must be adhered to at all times in order to maintain a safe working environment for all employees and workers.

#### PRIMARY PURPOSE OF THE ROLE:

To plan, own and assist in managing the delivery of a portfolio of events and maintaining successful relationships with clients. Maintaining robust communication with all involved in the delivery of the event to ensure the event is delivered successfully. To help support and direct a team of Event Support staff. You will develop a good working relationship with suppliers, negotiate deals with suppliers and encourage customers to use suppliers from our approved supplier list.

To deliver profitable business in order to achieve budgeted sales targets. Overseeing the Sales Manager you will assist with building new relationships for the business through reactive sales leads. You will strive to increase and support all proactive sales activities in order to grow the business and sustain year on year growth.

#### KEY RESPONSIBILITIES:

- Assist in managing a team of Event Support Staff
- Act as a conduit between the customer and all teams involved in the delivery of an event
- Manage and maintain an event schedule list
- Produce, own and assist in delivering a Plan for all allocated events
- Manage all internal and external service providers
- Act as an on-site escalation point
- Co-ordinate and agree the pre-works programme to ensure the events are ready to take place

- Effective management of resources to deliver event commitments.
- Continually monitor and evaluate delivery processes and procedures with service providers and other teams to ensure delivery in line with customer
- To record all aspects of the event delivery on the computerised system in place
- Overall responsibility for all on-site operations during the preparation, delivery and close down stages
- To manage relationships with all relevant customer groups
- Manage customer negotiations and focus on upselling with integrity
- Proactively gather customer and staff feedback, ensuring that any learning's from previous events are taken on board to improve the service offering going forward
- Manage approved supplier list and holding supplier to account on SLA's
- Carry out the Event Safety Manager role for the duration of the event
- To carry out Accident Reporting at the event
- To help train, coach and support the Event Managers in the delivery of their objectives
- To oversee the Sales Manager who will be the main point of contact for all enquiries including proposals and on-going/regular communication with existing accounts and new clients
- To assist the Sales Manager to convert enquiries in to sales
- Seek new venue and business development opportunities
- Liaise with marketing to try and establish new marketing / sales initiatives
- To ensure all enquiries are dealt with promptly and accurately
- To upsell and create profitable bespoke proposals for all venue and event types working with the Sales Manager
- To liaise with suppliers and negotiate profitable packages
- Continually look to promote suppliers from the approved supplier list to customers
- Produce sales and forecasting reports
- Oversee the Management and maintenance of the CRM system

- To work closely with the operations team in the handover of events, ensuring a smooth and seamless transition from sales through to event
- Proactively encourage, manage and organise client consultations
- Attend client events, promotions, client entertainment evenings and sales events as required
- Assist in proactive sales and marketing activity as required

<b>SKILLS AND EXPERIENCE:</b>
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- Qualified to NEBOSH standard in Health and Safety and Fire
- Experience of managing and coaching staff
- Computer literate and fully conversant in MS Office suite, with the ability to adapt to new processes and systems
- Fully conversant with the Incident and Emergency Plan
- Experience in an operations management role
- Ability to communicate well across a broad spectrum of both internal and external stakeholders
- Creative, problem solving individual familiar with managing customer relationships
- Level headed and calm with the ability to complete tasks under pressure
- Professional can do attitude
- Willingness to work with and support other team members as part of a cohesive, customer focussed team
- Passionate about customer service with excellent customer and organisational service skills
- The ability to make decisions and use your own initiative when required

<b>Line Manager/Head of Dept::</b>	Pav Shergill
<b>HR Advisor:</b>	Nicky Sandhu
<b>Date:</b>	02 August 2017