



## Monsoon Role Profile

### ROLE TITLE: Junior Event Manager

<b>DEPARTMENT:</b>	<b>REPORTS TO (JOB TITLE):</b>
Events	Operations Manager/ Senior Event Manager
<b>BUSINESS UNIT:</b>	<b>NO OF DIRECT REPORTS:</b>
Monsoon	1
<b>Salary:</b>	<b>Grade</b>
£18,000.00	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 assist with the planning and event 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.

#### 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
- 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
- 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
- Carry out the Event Safety Manager role for the duration of the event
- To carry out Accident Reporting at the event

<b>SKILLS AND EXPERIENCE:</b>
-------------------------------

- 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
- 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>	Nishma Mehta
<b>HR Advisor:</b>	Nicky Sandhu
<b>Date:</b>	12 Feb 2019