

Role: Event Manager - Live Entertainment

Reports to: Senior Event Manager / Team Manager

Location: Scottish Event Campus, Glasgow, site-based role

Role Summary

As Event Manager - Live Entertainment, you will play a key role in developing and delivering an outstanding event management process. You will deliver excellence in all aspects of pre-sales, event planning and delivery, budgetary control and venue management. All of which require to be executed in line with all statutory health and safety requirements, licensing laws, company procedures and industry best practice.

As Event Manager at the SEC, you will coordinate across all operational departments and take the lead role in overseeing the successful delivery of an allocated event portfolio. In doing so you will work with high profile clients on a range of Live Entertainment genres, music, theatre, comedy and live sporting events.

Customer service will be at the forefront of every customer relationship; the customer is defined as colleagues, partners, clients, contractors and every customer and visitor.

Key Responsibilities

- The Event Management Team leads the end-to-end event management process, championing the continuous development of planning procedures and ways of working. They ensure full compliance with all relevant licensing conditions, company policies, and industry best practices, while proactively adapting to new developments in the field.
- On event days as Event Manager, you will lead the onsite delivery of the event, working as a key member of the Event Control Room structure, working closely with the allocated Safety Officer to deliver a safe and successful event while creating the best experience for all fans artists and performers.
- As Event Manager you will hold ultimate responsibility for the development and implementation of the Event Plan.
- You will lead and direct the operations of the event team to ensure delivery is in line with the event plan and pre-agreed policies and procedures.
- You will be the decision maker and point of escalation for all matters relating to event management, except for public safety.
- To be responsible for the proactive cost management and budget process for events, including identifying efficiencies and margin improvements where possible.
- To participate in the SEC's incident response plan using the event managers role card, while working on allocated events. Participating in incident response training, testing and exercising.

- To plan and deliver a personal event allocation including but not limited to, all music genres, events with incitement, sporting events, multi-venue events, non-standard special events, multi-agency, national and international events, to complete the full event management process, as allocated and risk assessed.
- Lead on arbitration across departments when necessary and lead on decision making and recording of such.
- To collaborate with the Experience team to ensure customer service is at the forefront of all events.
- Represent the SEC and the Event Management team by playing a proactive role at industry forums and developing relationships with other venues.
- To undertake other relevant duties as may be requested by the company from time to time.

Required Skills and Experience

- Knowledge and understanding of the Purple Guide/ The Guide to Safety at Sports Grounds/ Technical Standards for Places of Entertainment.
- Experience of operational management in event and/or venue environment, working at a bronze or silver command level.
- Experience of working within a multiagency and stakeholder environment.
- Educated to degree level and/or have equivalent significant experience in Event or Venue Management roles.
- Recognised Project Management qualification.
- Professional qualifications such as NVQ Spectator Safety, NAA Professional Certificate, NEBOSH / IOSH or relevant equivalent.

Key Competencies

- Effective communicator
- Good at problem solving and driving solutions
- Strong planning and organisational skills to manage multiple projects demands and competing priorities
- Team player, who can influence others to drive results
- Solid working knowledge of risk management