

Role: Senior Venue Services Manager

Reports to: Senior Team Manager – Live Event Management & Venue Services

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

Role Summary

The Senior Venue Services Manager is responsible for the Venue Services Team which sits within the Event Management and Venue Operations Team in the Operations Department. The Venue Services Team are responsible for various aspects of the planning, licensing and operation of our three venues (The OVO Hydro, the SEC Armadillo and the SEC Centre) and the positive experience of our 2M+ visitors per year.

The Senior Venue Services Manager will play a key coordination role across several key teams each with event planning and delivery responsibilities to ensure that our key venue services are ready every time to welcome clients and visitors. The Senior Venue Services Manager will be a key role within the onsite Event Team, during live event delivery and therefore early starts, late night and weekend working will be a regular expectation of the role. Developing processes and procedures which will create consistency in world-class service delivery, the Senior Venue Services Manager will have the opportunity to make a huge contribution to the SEC's ambitious experience goals.

Key Responsibilities

- Support and manage the newly established Venue Services team.
- Liaise with and monitor other teams and venue partners service delivery during all event open periods, with a focus on the front of house operations and the food and beverage operation delivered by SEC Food (Levy) alongside other services such as LSS (cleaning), National Merchandise, Hospitality and Commercial partner delivery through OVO and Sky.
- Effectively coordinate and support internal relationships and cooperation between SEC Food and SEC operational departments across all sectors (Live Entertainment, Conferences, and Exhibitions).
- Support all catering related projects across the SEC, acting as a conduit for SEC Food into various SEC teams and play a crucial coordination role on project groups.
- Support a Strategic Plan for SEC F&B offer, which will consider future campus development, service development and delivery of the SEC's sustainability targets.
- Ensure effective oversight of building repairs and maintenance activities, collaborating with Facilities and other stakeholders to address recurring front of house issues through timely resolution or escalation.

Contract Management

- Oversee the operational elements of the contract between SEC and Levy UK monitoring operational deliverables and KPIs.
- Nurture, develop and maintain excellent working relationships across the SEC Food team.
- Support the agreed catering governance structure at the SEC including the SEC Food Operations Board, monthly operations meetings and regular 1-1 meetings with senior SEC Food colleagues.

Audit & Compliance

- Oversee the audit of catering services, developing a plan for both internal and external audits of service, prices/costs, and health & safety.
- Support the SEC's catering partner, SEC Food to ensure full compliance is achieved in line with all relevant legislation and license conditions.
- Ensure SEC Food's understanding and compliance with all relevant SEC policies and procedures.
- Secure a solid understanding of SEC Food's health and safety related strategy, policies and procedures and monitor an effective link between SEC Food and the SEC's Health & Safety Team.
- Monitor SEC Food's training strategy and support the integration of all required SEC training modules into this strategy.
- Develop an ongoing programme of testing and readiness activities including the planning and delivery of desktop exercises for SEC Food to assess plans, policies, and procedures in advance of significant and complex events. Lead on the tracking of actions and lessons learned to ensure outcomes of these activities provide the SEC full confidence in the compliance levels.
- Oversight of the development, monitoring, and reporting of risks as part of the SEC's Risk Register.

Licensing

- Fulfil the role of designated premises manager and in doing so become a holder of a valid Personal License. Oversee SEC Food's development and delivery of Alcohol Management Plans for all three venues.
- Provide the local authority and other agencies with a single point of SEC staff contact for any strategic or regulatory matters, e.g., Glasgow City Council Environmental Health, Food Standards Scotland etc.

Operations

- Oversee SEC Food's delivery of agreed F&B operations and provide feedback and issue resolution options during the delivery of all events.

- Continually evaluate service provision recommending and implementing, innovative solutions to improve service quality, continuity, efficiency, and commercial effectiveness.
- Responsible for a range of front of house venue services checks pre-doors contributing to the overall venue 'Good To Go' checklist.
- Regularly attend events at the SEC from all sectors and of all types to provide structured, constructive feedback to SEC Food and SEC teams, acknowledging success and monitoring any agreed improvements and actions.
- Develop a thorough understanding of the SEC's diverse customers across each sector, their profile, and expectations of the SEC's catering offer. Deploy this knowledge when working across planning with SEC Food.
- Responsible for maintaining consistent overview of building repairs and maintenance, liaising with Facilities or others as appropriate to ensure recurring issues are resolved or escalated and are prioritised around upcoming event requirements. Communicating progress and updates with operational teams to manage operational impacts.
- Maintain an oversight of campus projects and new initiatives ensuring operational impacts and opportunities are captured and communicated to delivery teams and venue partners.
- Coordinate and support any catering, facilities and equipment improvements, repairs, PPMs, maintenance, and services that SEC are responsible for working with the Facilities, Health & Safety and Event Safety and Security teams to deliver.
- On behalf of the SEC, monitor SEC Food's delivery of staff catering at the staff café and the wider welfare provision to staff during events.
- Research other venues operations, build relationships with other venues and play a role in the sector attending forums and industry events.

Skills and Key Competencies

- Problem-Solving: Ability to respond quickly to operational challenges and implement effective solutions under pressure.
- Safety and Compliance – Sound knowledge of health and safety legislation, risk assessments, venue licensing, and operational compliance requirements.
- Communication: Strong verbal and written communication skills, with the ability to influence, brief teams, and engage stakeholders at all levels.
- Customer Service: Strong focus on delivering exceptional visitor and client experiences while managing expectations and resolving issues effectively.
- Teamwork: Ability to work effectively as part of a team.

Experience

- Experience in catering / commercial catering landscape within a high-volume, high-quality output environment, minimum 5years.
- Strong background in event or venue management experience of events/venues similar in scale to those at SEC.
- Experience in the management of a small team, providing leadership and support in a demanding, dynamic and high-profile business.
- Proven experience of building strong relationships with multiple stakeholders.
- Experience of being a personal license holder is desirable, requires a strong knowledge of premises licensing, regardless the SEC will support the successful candidate in the application process.