

JOB DESCRIPTION
Events Manager

Job Title: Events Manager	Present Grade: 5
Department/College: Conferences & Events+, Commercial Services	
Directly responsible to: Head of Conference & Hospitality	
Supervisory responsibility for: Conference & Event co-ordinators, Admin & Bookings Team, General Assistants, Cleaners	
<p>Other contacts</p> <p>Internal:</p> <ul style="list-style-type: none"> • Head of Commercial & Visitor Services, Conference, Hospitality & Retail teams, Business Development Team, Facilities staff, College and department staff as relevant • All departments, in a client capacity or supplier capacity <p>External:</p> <ul style="list-style-type: none"> • Corporate Clients, Public Bodies, Local Authorities, Materials & Service Suppliers, Statutory Authorities, Customers, Suppliers, Trade Bodies, Agents, Event Management Companies <p>Role Priorities:</p> <ul style="list-style-type: none"> • To lead and motivate the Conference and Booking Coordination Team. • To event manage all large events, and the Academic Event Service, including the preparation of all event documentation and the coordination of the delivery of those events. • To work with the Operations delivery team to manage Conference venues across campus including Lancaster Conference Centre, Bowland Hall, Forrest Hills and Lancaster Castle spaces, ensuring a profitable, safe and customer focused operation. • To develop, maintain and contribute to the continuous improvement of these spaces incorporating all service and products offered. • To support with guest rooms operation when required. <p>Event Management:</p> <ul style="list-style-type: none"> • Lead pre-event and post-event meetings for assigned groups and conferences. • Identify operational challenges and work with operational colleagues and the customer to solve these challenges and/or suggest alternatives to previous arrangements if necessary. • To operate robust procedures in order to meet agreed budgets/financial targets and health & safety guidelines. • To effectively co-ordinate all operational elements through the use of relevant systems and communication. • Adhere to Lancaster University standards, policies, and procedures. • To assist in the delivery and development of the Academic Event Service offering, including conference registration package. 	

Sales and Budget Achievement:

- To contribute to the Conferences Annual Business Plan to promote all venues.
- Lead a culture of Up-selling products and services throughout the event process with the team.
- Participate in customer site inspections and assist with the sales process when necessary.
- Proactively keep abreast of competitor activity to understand pricing opportunities and make recommendations.
- Be involved with promotion activities as required.
- Manage revenue and profitability associated with events including ensuring an understanding within the team.
- Maintain the conference diary to ensure capacity and revenue is maximised.
- Ensure the booking system is updated correctly to enable effective invoicing.
- Provide timely management reports as requested.

Customer Service:

- Communicate verbally and in writing with customers (internal and external) regarding event details.
- Greet customers on arrival for events and make presence known at all times during entire event process.
- Handle customer problems and complaints in a timely manner.
- Proactively seek customer feedback taken.

Team Management:

- To support with the recruitment and appointment of venue staff in line with University procedures.
- To ensure appropriate training and development is in place to create a strong effective team.
- Overall management of the team including weekly rotas, operational planning for business levels, holidays, absences and any other relevant needs to ensure a smooth delivery across all areas,
- Celebrate team success.

Other:

- Support and act on behalf of the Line Manager in their absence.
- Act as Duty Manager according to business on a rotational basis.
- To be available for work in all conference areas, as business demands, including evenings and weekends.
- To undertake training and development as relevant for the role as requested.
- Must have a full driving license to enable access to off campus locations.

Any other duties commensurate with Grade.