

## JOB DESCRIPTION

<b>Job Title: Event Delivery Manager</b>	<b>Band 6:</b> £14.26 per hour
<b>Department:</b> School of Sport and Exercise Science	
<b>Reporting directly to:</b> University Arena Operations & Engagement Manager	
<b>Supervisory responsibility for:</b> N/A	
<p><b>Other Contacts</b></p> <p><b>Internal:</b> University Arena Events team including: Event Manager; Box Office &amp; Events Administrator; Franchise Communications &amp; Marketing Manager; Events Administrator; University Arena Reception Team; Sports Supervisory Team; Stewarding Team; University Facilities team including car parking, cleaning, maintenance and, security; Sports Franchise Staff Teams; University of Worcester colleagues attending and hosting events.</p> <p><b>External:</b> University Arena Clients including their event delivery team(s); External contractors/suppliers/officials/teams/speakers.</p>	
<p><b>Main Duties</b></p> <ol style="list-style-type: none"> <li>1. To ensure that the event and associated activities runs in accordance with the technical rider / pre-event plan.</li> <li>2. To take overall responsibility for the building(s) whilst on shift including: <ul style="list-style-type: none"> <li>• Security and safety of the building and its users, including but not limited to adherence to risk assessments, appropriate licences in place for activities.</li> <li>• Carry out visual building inspections to ensure that the presentation and safety of the building meets the very highest standards</li> <li>• Ensure any priority / emerging faults are dealt with immediately</li> <li>• All decisions regarding emergency situations including: managing evacuations, first aid incidents, overcrowding, disorderly behaviour etc. to the defined University Arena Emergency Operating Procedures</li> <li>• Oversee cash takings of up to £10,000</li> <li>• Oversee the safety of up to 2,000 spectators</li> <li>• Trouble-shooter for technical event operations i.e. lighting, sound, AV, TV production and network/streaming queries/issues</li> <li>• To be fully aware of and adhere to the Arena's NOP and EAP</li> <li>• Act as the Designated Premises Supervisor in accordance with the Premises Licence issued under the 2003 Licencing Act</li> </ul> </li> <li>3. Be available as a first point of contact for: clients, members of the public, media, staff, students, VIPs and other external organisations in relation to the event. Providing advice and information as required.</li> <li>4. To lead, manage and coordinate event services staff including: <ul style="list-style-type: none"> <li>• Conducting staff and client event safety briefings, including cash handling protocols (as appropriate)</li> </ul> </li> </ol>	

- Managing staff on shift: ensuring present, briefed and in correct position
- Organising emergency staff cover if absence occurs
- Organising staff breaks in accordance with sector standards
- Collating staff sign in sheets and validate ready for approval
- Managing event changeovers to specified deadlines
- Safe and proper set-up take-down of equipment including ensuring staff are appropriately trained/qualified

5. Carry out detailed events reports and feedback to the Arena Operations & Engagement Manager & Arena Events Manager. Reports include:

- End of Shift Reports
- Positive Outcomes Report
- Financial Report
- Staff performance

\*The above does not represent an exhaustive list of duties associated with this role.