

JOB DESCRIPTION: Event Operations Manager (Logistics)



JOB INFORMATION

JOB TITLE	Event Operations Manager (Logistics)
LOCATION	Head Office, Gloucester & selected UK Event sites
REPORTS TO	Head of Logistics

OVERALL PURPOSE OF JOB

Assist the Head of Logistics in maximising revenue for the division through detailed planning, excellent customer service and efficient on-site operations.

MAIN DUTIES AND RESPONSIBILITIES

- Responsible for planning, booking and coordinating all event logistical requirements including transportation of staff, generator and equipment hire, and site facilities
- Ensure all stock is stored, handled and transported in line with company procedures, food hygiene legislation, health and safety guidelines and event regulations
- Undertake regular stock takes and oversee stock levels, rotation and management, ensuring order fulfilment is optimised and wastage minimised
- Monitor all aspects of sales order processing and fulfilment, ensuring customers receive a first-class service, sales opportunities are optimised and all data and takings are accurately recorded
- Undertake and supervise the collection of customer payments, ensuring payment is received in full, and all takings are processed accurately and securely
- Oversee post-event breakdown, ensuring the site is left clean and tidy; all hire equipment is returned; all waste disposed of in compliance with event regulations; vehicles are cleaned, secured and relocated; cash is reconciled and secured; reports are completed and submitted including timesheets
- Provide detailed and clear briefings prior to the start of events, ensuring the whole team has all the information they require and fully understand the objectives and standards for that event
- Supervise all aspects of your team's performance; monitoring, encouraging, coaching, guiding and leading by example, and tackling any performance issues as they arise, liaising with the Head of Logistics and HR Department as appropriate
- Oversee the welfare of your team at all times (both on and off site), ensuring they are transported safely, appropriately accommodated, receive appropriate breaks and are treated respectfully
- Monitor the maintenance and cleanliness of all hired-in vehicles, undertaking regular visual checks as required to ensure roadworthiness and reporting issues, and ensuring all drivers comply with company policy and legislative requirements
- Contribute to the overall performance of the department through making recommendations to the Head of Logistics for improvements to policies and procedures
- Provide cover as required for the Head of Logistics and other colleagues in the department; during the quiet months of the year you will be required to work within the onsite Warehouse team
- Create a good impression of the Company at all times and adhere to company rules and standards, including when travelling to and from events and staying in accommodation
- Any other duties that may be required from time to time for the smooth running of the business.

KNOWLEDGE, EXPERIENCE AND SKILLS REQUIRED

Essential

- Strong people management skills
- Commercial awareness
- Excellent customer service skills
- Physically fit and strong with high levels of stamina,
- Experience of undertaking manual work in an outdoor environment;
- Numerate, good administrative ability and well organised;
- Pragmatic approach to problem solving, ability to use initiative but not to "cut corners".

Desirable

- Clean driving licence up to Class 1, Counterbalance, Reach Truck and Telehandler Forklift licence;
- Previous experience of working back-of-house in the outdoor events industry;
- Previous experience of cash handling;

PERSONAL CHARACTERISTICS

- Personable, positive and resilient
- Comfortable managing people with ability to delegate
- People person
- Flexible approach to working hours and locations
- Team player with strong work ethic
- Pragmatic approach to problem solving and ability to use initiative as appropriate
- Determined and tenacious with an eye for detail
- Desire for personal development

This job description is written at a specific time and is subject to change as the demands of the business and the role develop. The role requires flexibility and adaptability and the employees of the company need to be aware that they may be asked to perform tasks and be given responsibilities not detailed on this job description.