Job Description

Job Title: Operations & Events Manager

Job Level: Middle Manager

Responsible To: General Manager

Direct Reports: Assistant Operations & Events Manager, Reception & Admin Supervisor

Place of Work: The role will initially be based at one venue, but the job holder may be expected to rotate either by task or by role at any other SIV venue.

Purpose

Provide strong operational leadership which drives the ICAN culture, service standards and productivity of venue teams to achieve income targets and KPI's.

Job Summary

Ensure effective and efficient leadership of the venue teams on a daily basis including deputising for the General Manager when required.

Provide an exceptional customer experience through a team of people who are supported and developed to their full potential.

Key Responsibilities:

- To develop and implement policies and procedures to deliver the venue business objectives
- Effectively manage and procure an events programme in line with the venue objectives
- Assist the General Manager to achieve all financial and non-financial targets for the venue within the framework of the Health and Well-being Strategy.
- To continually improve the customer experience through product and service development
- Maintain excellent lines of communication with both internal and external customers
- To provide leadership and guidance to all venue managers and staff in line with SIV policies and procedures, promoting company core values
- Identify income generating opportunities and effectively control expenditure in all areas of the business in line with the venue budget
- Be the designated person responsible onsite for all aspects of Health and Safety and safeguarding in line with industry standards and best practise

- Identify and work with several business streams and key external partners in the delivery of a programme in line with the health and well-being strategy
- To maintain a high standard of cleanliness always to exceed customer expectations
- Work with key partners to maximise opportunities for participation and development of health and well-being through venue-based activities, clubs, and events
- To develop a sales culture throughout the venue that capitalises on all opportunities
- An ambassadorial role in developing a stronger "customer experience" mind-set and culture within the business, ensuring that all customer facing employees are consistent in their understanding of what their contribution is to the customer experience.
- Embed the ICAN culture through the venue and challenge behaviour that conflicts with this
- Demonstrate behaviour which embraces Inclusion and diversity, ensuring that access and opportunities are available to all
- Administrative functions to assist with month end, banking, and data entry.
- Support with event planning, pricing, communication with organisers, Liaison with other SCT departments and production of riders.
- Manage business improvement steering groups to support and enhance the business
- Report on the venues' operational key performance indicators both financial & attendance

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Expected Behaviours & Traits

ICAN **–** Our company culture is built on this ethos. Supporting, helping, offering excellent service to all customers, stakeholders, and colleagues

Ethical, with integrity – Operates with sound moral principles, through a broad knowledge of the wider environment. Displays strong integrity, honesty and builds trust easily

Inspiring – Approaches everything with energy, passion, empathy, and connection.

Driven – Extremely hard working, is compelled to accomplish goals individually and drives teams to do the same.

Sound Operator – Makes sound clear, sometimes multiple decisions in a clam and timely manner

Excellent Communicator – Articulates clearly and concisely, listens to others, and ensures that relevant information is shared across the organisation.

Motivated Is genuinely invested in the success of their team and organisation.

Self-aware understands that their behaviour and mood has an effect on others.

Compassionate Has a good understanding of their team and is compassionate and empathetic to those around them.