

Role profile

Job Title	Duty Manager - Events
Location	Milestones and Basing House
Line Manager	Head of Operations, Milestones and Basing House

Purpose of role:

Manage the day to day operational resources and facilities as required, maximising visitor experience and financial targets in line with the trust's objectives. To lead on the identification, development and delivery of incoming generating events within budget and to agreed timescales. To create and maintain effective working relationships with suppliers and customers. To ensure events are produced to the highest professional standards and increase participation in the venues.

Main Responsibilities:

1. To provide day-to-day management of resources and facilities in line with the business plan in order to meet all KPIs.
2. To be a supportive and active member of the team delivering the customer experience.
3. To lead the development, production and delivery of event projects from initial design or proposal through to delivery: "from concept to delivered customer experience."
4. To lead, deliver and develop a high quality, profitable wedding business at Basing House.
5. To work with the Management Team to develop the commercial and events programme for Milestones and Basing House.
6. To ensure events are of a high standard and targeted at increased income generation and audience growth.
7. To deliver events on time and within budget to meet or exceed the customer expectation.
8. To take responsibility for event timelines by defining the project goals, communicating to key stakeholders and ensuring delivery against timeline is maintained.
9. To define "success criteria" for the evaluation of events, evaluate and revise event programme in accordance.
10. To develop effective customer and supplier relationships ensuring value for money and high professional standards are maintained throughout the project.
11. To create efficient and cost effective procedures and controls in support of events.
12. To lead and motivate the project/event delivery team before and during the event to ensure project deliverables.
13. To be responsible for quality outcomes of events including customer satisfaction.

14. To take joint responsibility together with the Operations Manager for the delivery and management of the event.
15. To undertake presentations and public speaking with key stakeholders, customers and local groups providing clarity and excitement for the vision of future events.
16. To manage all aspects of the event including administration and diary coordination.
17. To ensure standards are met and maintained providing a safe working and visiting environment.

Other duties

- To undertake any other duties or projects commensurate with the nature and grade of this post as required by the organisation.
- The post holder must be willing to undertake duties outside normal working hours.
- The position may include making presentations and public speaking.
- The post holder will also share responsibility on a rostered system to be the first responder in the event of an alarm or other emergency outside opening hours.

Corporate and statutory initiatives - equalities/health and safety/environmental sustainability

- Maintain an awareness of and comply with Hampshire Cultural Trust policies and apply them to the day-to-day operation to ensure its legal and statutory obligations are met.
- Comply with health and safety, equalities and environmental sustainability guidance and working practices.
- Undertake appropriate training and development.

Key competencies of role:

- 2.1 Working with People
- 3.1 Relating and Networking
- 6.1 Planning and Organising
- 6.2 Delivering Results and Meeting Customer Expectations
- 7.2 Coping with Pressures and Setbacks
- 8.2 Entrepreneurial and Commercial Thinking

Person Specification (competence requirement):

1. Essential qualifications

- Degree or proven expertise in a similar environment
- Management qualification at level 5

2. Essential knowledge/skill/experience

- Team player/attention to detail
- Experience of public speaking and making presentations
- Experience of project and event planning
- Experience of managing events teams including suppliers
- Time management: ability to handle a complex and varied workload with differing priorities

3. May also include development/desirable requirements – qualifications, skills, knowledge, experience

- Professional qualification in tourism/arts/heritage discipline or equivalent

Working Conditions:

The following section provides an outline of the working conditions that may be encountered in this role.

- Manual Handling of objects of weight up to 10kg
- Using Display Screen Equipment – Desktop PC and laptop
- Food handling
- Lone working
- Working outdoors