



Event Operations / Senior Event Operations Manager

ROLE OVERVIEW

Grade I Listed Tobacco Dock is one of the UK's leading venues for creative events, attracting approximately 100 bookings per annum from the world's leading brands and organisations.

The Event Delivery Team facilitate the delivery a breadth of compelling experiences, ranging from high profile consumer event shows such as Bike Shed and Meatopia through to corporate conferences and exhibitions across a range of sectors including tech, consulting, retail and fashion with capacities from 5 to 5000+ pax.

We are looking for a new addition to our team of ambitious and passionate event professionals at one London's most versatile and fastest growing venues.

TEAM OVERVIEW

The wider Tobacco Dock team is comprised of 20+ full time employees.

The Event Operations Manager will be part of the Events Team and their line manager will be dependent on the seniority of the candidate.

TDVL's Events Team is currently a team of 5 encompassing both the Event Delivery & Facilities Management personnel.

JOB DESCRIPTION

Key Responsibilities:

- Overseeing the concurrent planning for a portfolio of events for which TDVL have varying levels of responsibility dependant on the 'package' inclusions of each client.
- Working in partnership with our clients from point of handover from sales team through to post-event debrief. Providing consultation and advice throughout the planning process.
- Advising clients on the venue's operational and logistical policies to ensure the successful and safe running of their event.
- Scheduling and chairing operations meetings with client and other relevant stakeholders including their suppliers/contractors.
- Collaborating with our service partners and preferred suppliers to define and enhance our clients' requirements as necessary.
- Internal stakeholder management to ensure venue operations, facilities, and service partners are aligned with the event calendar.
- Account management of allocated suppliers and service partners including sharing of information, review and management of internal and external feedback and collaboration on new/improved products, services and processes.
- Ensuring compliance with venue policies including use of accredited suppliers, health & safety rules and adherence to the premises license conditions.
- Collating and reviewing client event documentation – build schedules, security briefs, cleaning schedules, risk assessments, layout CAD plans etc.
- Compiling and issuing our monthly 'Notification of Events' to local authority licensing stakeholders – environmental health, Met Police, H&S team, licensing team etc.
- On site event delivery in conjunction with freelance Duty Operations team supporting clients and managing all stakeholders.
- Booking and briefing the Duty Operations staff on event outline, client schedules, suppliers and other key

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venue and event-specific details to allow them to efficiently support the client on the floor as required.

- Liaising with the Facilities team members regarding timely maintenance and repairs to fit around the event schedule.
- Working in partnership with Finance Team to ensure all post-event commercials are successfully closed off and reconciled.
- Ensure that client feedback is obtained after every event.

Key Skills & Experience

- Our successful candidate is likely to have at least three years’ experience of event operations and logistics ideally for a dry hire venue or large-scale event organiser.
- Excellent interpersonal skills both face-to-face and over the phone.
- Ability to work under pressure and handle numerous concurrent projects/responsibilities.
- Outstanding organisational, planning and project management skills.
- Ability to be form strong relationships and foster respect from clients and colleagues.
- Commercially aware and client-focused.
- Confident negotiator.
- Proficient Microsoft Office skills and ideally experience working with Salesforce.

This is an office-based role with the option of one day per week from home subject to business needs.

Attributes

The below summaries the qualities required for the Senior Account Manager role which mirror and or/compliment those of the existing team and TDVL company culture.

Active listener	Committed	Ethical	Measured	Personable	Solution Focused
Adaptable	Confident	Flexible	Motivated	Positive	Strategic
Agile	Considered	Focused	Motivational	Proactive	Supportive
Analytical	Detailed	Genuine	Multi-tasker	Problem Solver	Team Player
Calm	Diligent	Hard Working	Observant	Professional	Tenacious
Collaborative	Driven	Humble	Passionate	Reliable	Thoughtful
Commercial	Engaging	Loyal	Persistent	Resilient	Trustworthy