

# Events Manager Role Profile

Our vision is that every student loves their time at Southampton. We exist to:

- Help students find friendship groups;
- Support students to complete their degree programmes;
- Give students a voice in the University and wider community.

Your role in achieving this is described below:

## **Main Purpose of Role:**

- 1) Support the delivery of the Commercial and SUSU strategies.**
- 2) Deliver and support excellent service and high standards in all SUSU commercial, union and student events.**
- 3) Support the event activity in all trading operations**

**Responsible to:** Director of Marketing

**Responsible for:** All aspects of event planning, management, safety and delivery as well as the effective communications between departments to ensure event activity is delivered professionally and collaboratively.

**Salary Band:** E

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## **Main Duties of the Role**

### **Support the delivery of the Commercial and SUSU strategies**

- To use research to plan a quality event provision for the students of Southampton.
- To effectively network and research the market to ensure that SUSU events are competitive and relevant to the current requirements of our students.
- To plan and communicate a varied entertainment programme suitable for the diverse student population of Southampton which is accessible, safe and financially sustainable.
- To support the effective delivery of student led events
- To offer professional support for the delivery of union wide events.
- To contribute expertise and support for the event management group and to offer professional guidance on the delivery of that group's objectives.
- To play a key role in the delivery of the calendar of activities key to student engagement and to liaise with colleagues across the union to support the event objectives.
- To actively seek partnership opportunities within the wider Southampton community and to generate income and engagement from these opportunities where possible.

- To ensure all event activity is delivered safely and in line with any applicable legislation or regulations.
- To liaise with the University and ensure a good level of collaboration around event delivery and safety.

## **Deliver and support excellent service and high standards in all SUSU commercial, union and student events.**

- To lead and support the development of the Events team, which may utilise student support staff, and to ensure that staff are trained and offered opportunities for professional development.
- To be responsible for the management and standards set for the crew DJ's security and promoters and representatives.
- To provide a clear plan for the event and entertainment programme and ensure this is properly communicated.
- To communicate any support needed from the wider organisation to assist in the successful delivery of a professional event and entertainment programme.
- To ensure events are delivered to a high standard and that safety of staff contractors and students is core to all of our activity in this area.
- To operate as a Union duty manager when required to do so
- To ensure students have a say in the planning development and delivery of our event programme.
- To ensure we operate in a manner which reflects the Unions values and principles and that events consider the accessibility and sustainability goals we have set ourselves.

## **Support the event activity in all trading operations**

- To support the development and implementation of an event programme across the union
- To support the Union's Food and Beverage outlets in delivering and entertainments programme
- To support the creative process which will ensure there is a varied event profile across the union that is delivering an offer suitable for the diverse student community.
- To be an effective team member who supports the objectives of colleagues and helps with the deliveries of the commercial objectives of the Union.
- To agree targets for attendance and budgets and to report on the achievement of these targets regularly. In doing so to identify any opportunities risks or weaknesses and suggest appropriate actions.

- To create and deliver for approval an annual plan for the event provision in Southampton University Union

## **Duty Management responsibilities**

- To operationally direct overall events provision (food drink and entertainments) including monitoring standards, event delivery and supervising staff.
- To have responsibility for the co-ordination of the bars, ents, facilities and other staff working in SUSU venues ensuring that they work as an effective team.
- To effectively manage operational procedures
- To ensure the building is safe and secure.
- To lock down and close the building and ensure all keys and codes are kept securely.
- Ensure that payments and paperwork are completed and that all procedures relating to these are followed.
- Take charge in any evacuation of the building
- To manage any customer complaints or feedback
- To fill in the duty manager report and to circulate for information.
- To hold and answer the Duty Manager phone and answer and log all calls with the upmost customer care and high standards

## **Contribute to the overall effectiveness of SUSU by**

- Participating in and driving personal development and learning.
- Attending all meetings and training events as required
- Ensuring that all statutory and legal obligations are met
- Supporting the implementation of the Union plan promoting our aims and values through the goals of the commercial strategy and the departments operational plan
- Promoting the unions policies within any work and in particular health and safety and equality and diversity and ethical and environmental policies.
- Contributing to the positive image of the University of Southampton Students' Union with students the university and the local community.
- Working as a team to ensure a full service is provided at all times. Providing cover as necessary.
- Ensuring personal knowledge and skills are updated to ensure effectiveness in meeting work objectives
- Completing other duties as may be reasonably required by the union, appropriate to the grade and responsibilities of the post.

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## Role Specification

We have described below the range of experience, qualifications, knowledge, skills and attributes we are looking for. We will use this to manage our selection process and also to identify any training and development needs once in post.

Key/Qualifications/Experience Required	Essential	Desirable
Commitment and passion for the values and purpose of a students' union including the ability to work in a student led environment.	[X]	
Detailed and successful experience of planning, promoting, and running a variety of events preferably including experience in the late-night entertainment and Youth sector.	[X]	
Ability to manage a team and to motivate others to deliver high standards.	[X]	
Experience of promoting and marketing events to maximise attendance and revenue.		[X]
Budget and financial management skills		[X]
Excellent communication and interpersonal skills	[X]	
Excellent organisational and administrative skills	[X]	
Excellent planning skills	[X]	
Confidence in IT including MS office and use of electronic information systems and database management.	[X]	
Commitment and knowledge of equal opportunities including inclusivity and accessibility	[X]	
Commitment and passion for the values and purpose of a Students' Union	[X]	
Commitment to an understanding of equality and diversity, ethical and environmental issues and health and safety	[X]	

# Events Manager Role Profile

## Our Values

As an organisation, our values underpin our work and guide what we live by in order to achieve our mission:



### Stand Strong

We stand up for students and make sure their voice is heard.

We stand strong when facing challenges and are not afraid to be different. We think big and work to achieve great things.



### Join Together

We are an inclusive and diverse community of students and staff

We join together with each other, the University, and the local community to make a positive difference.



### Take Responsibility

We take action on the issues that matter to students and act with integrity.

We continually work to be more sustainable, challenge discrimination and prejudice. We strive to be a force for good for students and wider society.