JOB DESCRIPTION

Job Title: Events Operations Assistant
Location: Horizon Leeds
Reports To: Horizon Leeds Manager
Date Prepared: October 2017

PURPOSE

The Events Operations Assistant will be at the heart of the everyday running of Horizon Leeds, delivering a 5-star quality service to all delegates who attend meeting and conferences at Horizon Leeds.

ACCOUNTABILITES

- Ensuring the smooth running of all events which take place at Horizon Leeds by:
  - Co-ordinating the opening and closing of Horizon Leeds, working around the daily time demands of the centre which could include weekend work.
  - Managing room set-up’s, including layout changes, stationary requirements and in room refreshments.
• Supporting clients with audio visual set up and use throughout the event.
• Uploading of digital content onto laptops, TV’s, iPads and digital tables.
• Alerting the Office and Events Co-ordinator of any maintenance issues or equipment faults.
• Being the first port of call of delegates during their event and having a constant shop floor presence.

• Maintaining a high quality, well-presented conference centre by:
  • Ensuring the venue is clean and tidy throughout the day.
  • Liaising with the cleaners to ensure high standards are met.
  • Clearing away lunch platters and crockery in a timely fashion.
  • Regularly checking toilet facilities throughout the event for cleanliness and stock flow.
  • Replenishing stock and alerting Office and Events Co-ordinator of new stock required.
  • Ordering of all perishables
  • To carry out monthly stocktake on all perishable items
  • Co-ordinating milk and fruit deliveries in line with the week’s events
  • Co-ordinating the disposal of coffee grounds to local conservation projects.

• Demonstrating a high level of day to day health and safety support including:
  • Being a fully trained first aider and fire warden.
  • Completing daily health and safety check lists.
  • Ensuring all trip hazards are removed or taped down if necessary.

• Supporting the Horizon Leeds Manager with sales and marketing activities:
  • Updating social media feeds throughout an event.
  • Inputting client data on to a sales database.
  • Sending out evaluation forms after an event.
  • Collating client data and cold calling for potential leads

**KNOWLEDGE, SKILLS AND EXPERIENCE**
Experience in delivering a high standard of customer service
Experience of working in an events operations role within a venue
Experience of using conference audio visual equipment
Ability to work under pressure and with conflicting requests
Ability to work independently
Ability to be able to walk around the conference centre for up to 8 hours a day.
Strong organisational skills and attention to detail.

SAFETY

Health and Safety at Work Act
The jobholder is required to take reasonable care for the safety and health of themselves and others who may be affected by their acts; and to co-ordinate with management in the promotion and maintenance of health and safety measures.

SIGNATURES

Jobholder Name  ............................................................... 
Signature  ............................................................... 
Date  ............................................................... 
Manager Name  ............................................................... 
Signature  ............................................................... 
Date  ............................................................... 
Director Name  ............................................................... 
Signature  ............................................................... 
Date  ...............................................................
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<tr>
<th>ATTRIBUTES</th>
<th>ESSENTIAL CRITERIA</th>
<th>DESIRABLE CRITERIA</th>
<th>DEMONSTRATE D BY</th>
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<tbody>
<tr>
<td>Qualification</td>
<td>• Trained Fire Marshall</td>
<td>• Event Management qualification</td>
<td>Application and interview</td>
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<td></td>
<td>• Event Management qualification</td>
<td>• Registered first aider</td>
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<td>• Registered first aider</td>
<td>• Manual Handling trained</td>
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<td>• Manual Handling trained</td>
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<tr>
<td>Experience</td>
<td>• Customer service experience in a professional front of house setting.</td>
<td>• Supervising the shop floor of a conference centre,</td>
<td>Application and interview</td>
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<td>• Experience of working in an events operations role within a venue</td>
<td>• Supplier liaison</td>
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<td>• Proficient in the use of audio visual equipment</td>
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<td>• Data input</td>
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<td>• Updating social media platforms</td>
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<td>Knowledge</td>
<td>• Health and safety awareness in relation to an event venue.</td>
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<td>Application and interview</td>
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<td>• Conference and meeting room set up formations</td>
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<tr>
<td>Skills</td>
<td>• Excellent communication and interpersonal skills.</td>
<td>• Negotiating</td>
<td>Application and interview</td>
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<td>• Ability to work under pressure and with conflicting requests</td>
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