



**Job Title:** Event Manager  
**Reports To:** Head of Planning

## About Us

The Ricoh Arena is an award winning venue which has a mix of state of the art conference, banqueting, exhibition, hotel, music and sports facilities. Visited by over 1 million people each year it is a firm favourite in the UK for music promoters as well as business and sports event organisers having hosted global artists such as Bruce Springsteen, Coldplay, Rihanna and MTV Crashes event.

Wasps acquired the Ricoh Arena in October 2014 and set an Aviva Premiership attendance record for a home ground fixture in their first game at their new home, in December of that year. With this ground breaking acquisition Wasps is now one of the largest rugby clubs in Europe with world class facilities.

## About the role

To work within the Event Planning Team achieving successful delivery of Conference and Meeting Business at the Ricoh Arena.

To enhance the standard of events and increase the incremental sales spend of the event.

Proactively working with organisers to achieve a successful event for both the organisers and the venue.

To operate and maintain the venue booking system (Delphi), produce detailed Event Banqueting Orders ensuring the highest standards of accuracy within a set time scale for customers, staff and management information

Collecting all event feedback from clients post event to achieve successful rebook of future events

### *Key tasks will include;*

- Liaise with clients to create detailed Event Banqueting Orders for both Clients and Venue Operational Teams
- Providing Venue, Contractor and Partner Information to clients to help with the smoothing running of the Conference or Meeting
- Liaise with onsite and offsite contractors arranging additional services for clients and drive incremental revenue
- Accurately process all documentation and correspondence in a timely manner
- Attend pre-event client and contractor meetings to obtain final event details for venue operational teams
- Ensure all event documentation is signed off by both client and contractors and submitted to venue teams within agreed venue timeliness
- Working with Health and Safety Manager to ensure that all H&S Documentation is completed and submitted within set timelines
- Liaise regularly with operational departments to ensure clients expectations and requirements are met



- Ensure detailed P&Ls are produced all events over £10,000.00 achieving set profit percentages
- Representing the department in professional manner to clients, suppliers and internal colleagues
- Gathering post event feedback from events and circulating to relevant departments
- Attend weekly operational function sheet meetings, event planning meetings and monthly exhibition internal meeting
- Management of client accounts to increase business growth and re-booking of events

### **The successful candidate**

#### **Knowledge and Experience**

Excellent written, interpersonal skills and general administration skills  
Effective team working skills and the ability to work independently using own initiative  
Ability to work quickly and efficiently  
Ability to meet deadlines and excellent organisational skills  
Flexibility in terms of working hours i.e. be prepared to adapt to deadlines dictated by an event, especially around key dates.

#### **Personal Qualities**

Demonstrate a professional approach which generates credibility and confidence in others.  
Possess a customer service ethic with a strong client and customer focus.  
Be confident and assertive with a self-motivated approach and flexible attitude.  
Possess the ability to overcome obstacles to solve problems to achieve results.  
The ability to work with little supervision and manage time and priorities accordingly.  
Possess a personal commitment to continuous self-development.  
The flexibility to work outside normal office hours and cover event days where required which will include weekends and public holidays.

#### **Hours of work**

This is a full time position.

#### **What's on offer?**

A competitive salary and 28 days annual leave including Bank holidays.

#### **How to apply**

Please email your CV and a covering letter to [recruitment@ricoharena.com](mailto:recruitment@ricoharena.com)

Closing date: Tuesday 19<sup>th</sup> September 2017.