



Job Title Venue Operations Manager

Place of Work Pavilions of Harrogate

Reporting To Venue Manager

Pavilions of Harrogate

Pavilions of Harrogate is based on the Harrogate Showground in 250 acres of outdoor space. The company is a wholly owned subsidiary of the Yorkshire Agricultural Society, a registered charity.

We're a versatile space, holding a wide range of events throughout the year from conferences to charity balls, corporate meetings to product launches, weddings to christenings, birthday parties to public sales and exhibitions.

We are looking for a Venue Operations Manager to join our team to ensure that customers receive the best service possible and that the operational aspects of the events and venue run smoothly, at all times.

Your main responsibilities will be to:

- Manage and motivate the operations team and organise them for maximum productivity each day, including preparing the rotas.
- Ensure that the buildings and their surrounds are clean, tidy and welcoming and a full inspection of the buildings each day is undertaken (including days on which the role holder is absent).
- Ensure that events run smoothly by considering the requirements of each event and coming up with solutions to make things work better.
- Raise standards and coming up with new ideas and innovations.
- Ensure events run safely and investigate any accidents/incidents or near misses are investigated, evidence is collected and new policies/procedures are defined to avoid it happening again.
- Hold a Personal Licence Holder for Pavilions of Harrogate.
- Ensure the emergency alarms are operating correctly including regular testing, training for and the events team servicing schedules and regular tests You will be 'on call' from time to time to help cover events/security issues.
- Ensure we provide training for both permanent and casual operational staff to ensure consistency and quality.

- Prepare information on items that may need to be purchased, including acquiring quotes, working out benefits and pay back times.
- Ensure we run an efficient and profitable bar service.
- Be a team player and be good at liaising with the sales team, catering team etc.
- Negotiate with suppliers to get the best possible margins and organise efficient monthly stock takes.
- Organise, recruit, train and manage a team of casual staff, including training records and monitoring performance.
- Have the flexibility of approach to undertake any other duties to ensure all the operational aspects of our events are efficient and successful.

The ideal candidate is likely to have:

- Previous experience in Event Management
- A positive and calm disposition and a can-do attitude, even in stressful situations
- Proven ability to lead a team and set and maintain exceptional performance standards within the team
- Excellent communication skills both written and oral
- Proven ability to deliver a high level of customer service
- Flexibility in approach. This is a hands on role that involves a good level of fitness and the flexibility to work varied hours, including regular evenings and weekends. The role will need additional hours as required.
- Excellent organisational skills and attention to detail
- The ability and confidence to cope well in unexpected situations using your pragmatic problem solving skills
- In depth knowledge of the technical aspects of event production
- Enthusiasm for health and safety and upholding legal requirements, must be able to pass a DBS check and hold a Personal Licence.
- A clean driving licence

This is a job for someone who is driven and positive and wants to implement constructive change to improve the business and take Pavilions of Harrogate forward.

Salary negotiable, depending on skills and experience plus competitive benefits package inc. 26 days holiday, 50% contribution to private healthcare, generous pension and Life Assurance.

Apply with CV and covering letter to recruitment@yas.co.uk.