



**Job Title:** Event Duty Manager

**Job Level:** NA

**Responsible To:** Venue Manager

**Direct Reports:** On duty personnel, security partner personnel and agency support staff.

**Place of Work:** Based at Sheffield City Hall but will be required to work at other sites where the Company operates.

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### **Purpose of the Job**

It is the ambition of the Sheffield City Hall to be seen as the “*best in class*” operation and as Event Duty Manager you will need to ensure all aspects of the operation is delivered and that the clients, customers, employees, and contractors using the venue have an outstanding experience and everyone acts within expected behaviours maintaining the safest environment while delivery an outstanding experience for all people using the venue.

You will take the lead in all emergencies, gathering information and making executive decision while ensuring all people undertake their duties and remain safe. While keeping an accurate written record of all key decision and events.

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### **Job Summary:**

You will be the lead officer responsible for on the day services throughout the venue, ensuring all departments are operating in line with agreed procedures and quality control systems, and will be the primary delegated licensing officer and safeguarding contact on site during event delivery times you will oversee and manage all requirements including H&S, venue licensing conditions quality standards and personal performance and counter terrorism procedures. Creating an outstanding level of service and communicating with all departments to ensure everyone is aware of the days event expectations.

To be the key point of contact for clients, contractors, customers, and employees during the event delivery phase of the operation and for any enforcing agencies wishing to make contact. You will undertake a variety of administration duties including but not restricted to preparation and presentation of final settlements, pre, during and post building checks, accident and safeguarding investigations and reporting, preparation, and delivery of event information to delivery teams including briefing and training sessions.

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## Key Responsibilities:

- To be the principal Event Duty Manager for Sheffield City Hall, expected to work most events at the Venue.
- Complete event recharges and settlements and deliver the information to event contacts to agree figures.
- To prepare and delivery a professional and informative pre-event briefing to front line staff.
- To manage the venues quality, safety, and counter terrorism procedures on the day.
- To undertake pre, during and post event safety and quality checks completing and recording them for future review.
- Ensure all personal are familiar with their expectations.
- To ensure all emergency procedures are in place and in the event of an incident the procedures are acted upon maintaining the safety of all people on site. To include but not restricted to Fire evacuations, counter terrorism procedures.
- To undertake accident investigations recording and implementing measures to prevent further occurrence and following up when required.
- To prepare and deliver training session to all team members. Including presentations, desk top exercises, and drills.
- Prepare and deliver staff briefings ensuring all teams and individuals are aware of the relevant information.
- To be main point of contact for the venue during operational times. Including but not restricted to local authority enforcing bodies, clients representative, promoter and artist representatives. Visiting contractors and external personnel.
- To support and manage visiting productions.
- To ensure you are proactive in ensuring all counter terrorism measures within the venue are adequately implemented and to ensure all relevant training and information sharing in the venue and company counter terrorism practices and risk mitigations are undertaken.
- To implement and comply with the company Health & Safety Policy, maintaining the safest possible environment for your colleagues, visiting event staff and customers.
- Assist in controlling and monitoring of Building Management System (BMS) ensuring maintenance of the building's environmental conditions. And sufficient air flow is maintained
- To continually exceed customer expectations through the proactive approach of all tasks.
- To liaise with appropriate departmental managers, organisations and local authorities ensuring compliance with regulations and to ensure all necessary certification is achieved.
- To actively take part in the continual development and review of venue risk assessments and method statements. Counter terrorism reviews and quality customer audit experiences. To be recognised as a champion of quality standards and health and safety culture within the venue.
- To ensure that the venue is correctly prepared for public access at functions
- To assist in the training and development of the Operational delivery teams, ensuring their continual development in accordance with Company policies. Including our security partners.
- To assist in creating and manage the teams' rotas if requested.
- To work as part of the team, working proactively with others and other departments, for the benefit of our customers
- To keep up to date with current guidelines, procedures and regulations undertaking training as required.
- Clearing away and resetting equipment as necessary for subsequent events.
- Conduct regular checks and tests within the venue, i.e noise and Co2 monitoring. in accordance with relevant regulations and Company policy.
- To be proactive in managing environmental conditions to maximise efficiency and customer comfort.

## **Expected Behaviours**

ICAN – Our company culture is built on this ethos. Supporting, helping, offering excellent service to all customers, stakeholders, and colleagues