

COVENTRY CITY OF CULTURE TRUST EVENTS OPERATIONS MANAGER

Reports to Head of Food and Beverage and Visitor Experience

Role: Events Operations Manager
Salary: £28,500 to £30,000 per annum dependent on experience
Timescales: Role to commence from May 2021 to be delivered on a fixed-term contract until end of June 2022

CONTEXT

We are a diverse, modern city which is re-imagining the role culture can play in bringing people together. Coventry is a city of welcome, a city of activists and pioneers, a city of peace and reconciliation, a city of innovation and invention, a City of Culture.

The Trust is committed to:

- Welcoming 2.5m additional visitors to Coventry in 2021/22
- 80% of the city's residents experiencing at least three events in 2021/22
- Increasing audience attendance from under-represented communities by 20%
- Activating more than 16,000 volunteers and participants
- Making long-lasting, tangible social change in Coventry
- Transforming who holds the power to create and curate in the city
- Starting a wave of cultural investment across the region

Coventry's City of Culture programme will start in May 2021 and run for 12 months, allowing us to keep our promise to the city and region - to deliver an extraordinary year and telling the story of the city that moves.

JOB DESCRIPTION

The Trust is looking to appoint an Events Operations Manager who will be responsible for planning and overseeing food and beverage and visitor experience elements of events for the Trust. The postholder will be managed by the Head of Food and Beverage and Visitor Experience, working alongside commercial and production teams. The postholder will have line management responsibilities to shape and to deliver these elements of events.

**COVENTRY CITY OF CULTURE TRUST
C/O THE HERBERT ART GALLERY & MUSEUM, JORDAN WELL, COVENTRY, CV1 5QP
WWW.COVENTRY2021.CO.UK**

REGISTERED ADDRESS: THE HERBERT ART GALLERY & MUSEUM,
JORDAN WELL, COVENTRY, CV1 5QP, COMPANY NUMBER: 09808960
CHARITY NUMBER 1165639, LIMITED BY GUARANTEE
REGISTERED IN ENGLAND AND WALES

THE ROLE

- Diverse role, including but not limited to, food and beverage management, venue mobilisation, event planning working closely with the Trust's programme and producing teams
- Manage the Food and Beverage/Events Diary
- Develop and monitor visitor experience programme, and training plan and customer feedback
- Collaborate with the Trust's volunteer programme partners to ensure a consistent visitor welcome
- Manage associated service providers at the Trust's venues
- To be commercially astute and have a general profit and loss knowledge
- Ability to manage and lead a team to shape the visitor experience
- Actively engage with the organisation's vision and mission and strategies regarding artistic ambition, equal opportunities, diversity and accessibility, participation and engagement, environment and sustainability and evaluation and monitoring
- To be aware of, and undertake to comply with and to help develop, the Trust's policies and procedures including, but not limited to, GDPR, Health and Safety, Safeguarding and Diversity and Equality and Inclusion Policies

PERSON SPECIFICATION

- Venue, events and operations management experience
- Understanding of relevant regulations
- To be commercially astute and have a general profit and loss knowledge
- Ability to manage and lead a team to shape the visitor experience
- A systematic approach to solving and embracing challenges
- Excellent organisation skills, with the ability to balance and prioritise a diverse workload
- A can-do attitude to working in busy team structure, with experience of working with multiple partners with competing demands
- Competent across IT and software, including a strong working knowledge of Microsoft Office, and willingness to learn other software programmes
- An effective communicator, able to build and maintain relationships with colleagues, agencies, and partner
- Attributes of diplomacy, confidentiality, trust and respect for colleagues and partners
- To be based in, or able to move within commuting distance of Coventry

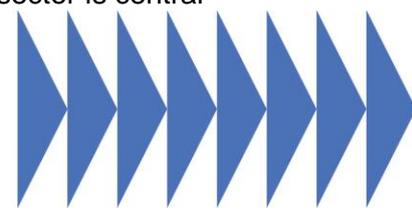
GENERAL

Coventry is one of the most diverse cities in the UK and we want our Team to reflect that diversity. We value the benefits of a diversity of life experiences, cultural and social knowledge and are particularly keen to hear from candidates from currently under-represented groups, including those with disabilities.

We are looking to build a team of people from a range of backgrounds and range of experiences. We can provide mentoring and training/support to less experienced candidates. Training and talent development within the Trust team and within the wider sector is central



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to our approach. All postholders are expected to participate in training and development activity and to contribute time and expertise to supporting our training programmes on site and occasionally off site.

This list of responsibilities is not exhaustive and team members will be required to perform duties outside of this as operationally required.

PROCESS

Please submit an up-to-date CV and letter (maximum 2 pages) addressing your interest and suitability for the post with particular reference to the person specifications.

Alternatively, you can provide an audio or video submission.

As part of this process, please share with HR and Team Development any support and access requirements. We will provide assistance during the application and interview phase, as required.

Please note: If selected for interview, this is likely to take place online via Zoom. We will work with you to ensure any inclusion requirements are met. If you require additional assistance during any stage of this process, including interview, please let us know.

Coventry City of Culture Trust is committed to equal opportunities and will treat all applications fairly based on written submissions, please complete the anonymous equal opportunities form available at www.coventry2021.co.uk/jobs

Applications should be sent in PDF format to recruitment@coventry2021.co.uk

TIMETABLE

Advertised – Friday 9th April 2021

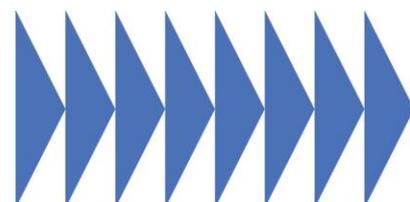
Deadline for submissions – Friday 14th May 2021, 12 noon

Interviews – Week Commencing Monday 17th May 2021

Salary: £28,500 – £30,000 per annum, dependent on experience



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TERMS AND CONDITIONS

This is a fixed term post until June 2022

- The post is working 39 hours (excluding 30 minute/1-hour lunch) per week at hours to be agreed with frequent evening and weekend work. Flexible working may be agreed
- The salary is paid monthly in arrears
- If asked to work additional hours at the weekend, Time Off in Lieu will be given if approved in advance with the Line Manager
- Pension auto-enrolment is applicable and employer contributions are currently 3%. The Trust's appointed pension provider is NEST. Further details are available
- Holiday 33 days per annum including public holidays. Holiday must be taken at a time to suit all colleagues
- Main place of work is the Trust's Office with frequent attendance at meetings offsite. However, given current government guidelines all Trust employees are currently homeworking. The successful candidate will be welcomed into the Trust and supported through a remote onboarding process
- There is a probation period of three months during which time the notice period is one week; on confirmation of appointment the notice period is one month
- On appointment the successful candidate must be able to provide the correct documents as proof of their right to work in the UK for duration of the contract
- The candidate's contract of employment with the Trust does not come into force until the first day of work

For more information about the Coventry 10-year Cultural Strategy visit www.covculture.com and for more information about Coventry UK City of Culture 2021 visit www.coventry2021.co.uk



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