



Co-op Live – Job Profile

Job Title: Venue Event Manager

Reports to (job title): Senior Venue Manager

Location: Co-op Live, Manchester

Team: Venue Management

Date: February 2025

Role Purpose

Co-op Live is looking for an experienced Venue Manager to join our venue management team working directly with the Senior Venue Manager.

Other venues may refer to this role as an Event Manager or Operations Manager.

As a Venue Manager, you will lead the planning and delivery for allocated events, providing event management expertise to manage the event from on sale through to delivery. Work with colleagues across the venue to ensure all of our fans, guests and promoters and event owners have an incredible experience at our venue.

You will play a key role in the continued development and refining of outstanding ways of working, thinking outside the box and challenging how we do things to manage events across the arena to the highest standards.

The venue management team champions all event delivery activity in the building so the role will cover events in the arena bowl and other event spaces.

A top priority is ensuring we adhere to our licensing conditions, venue policies and fostering excellent working relationships with internal and external stakeholders.

On event days, you will be rostered along with other Venue Managers to fulfil a number of event roles including Duty Venue Manager, Safety Officer, Duty Front of House Manager. Our key focus is delivering an industry-leading experience for our fans and artists and creating the most phenomenal experience for all fans and artists coming to Manchester and enjoying the offering we have at Co-op Live!

Role responsibilities

1. Alongside the Senior Venue Manager, champion and drive operational excellence in event delivery supporting the ongoing development and adaptation of the event planning process
2. Have a proactive 'how can we do it best' approach, not shying away from challenges but embracing new ideas and ways of working which supports us in driving effective agenda outcomes
3. Support the Senior Venue Manager and Head of Venue Management with collation of and reporting on events expenses and operational costs for all allocated events ensuring timely reports are submitted pre and post-event
4. Have a good operational understanding of the venue's premises licence and operating procedures and ensure event owners and venue staff comply with these rules at all times



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5. Work alongside key internal departments to drive forward the best event experience for fans and event owners ensuring rooms are set-up as required to facilitate the event - any faults or dilapidations should be investigated and repair arranged via the Facilities Management team
6. Create the ultimate experience for fans and event owners ensuring venue presentation standards are of the highest standard, staffing for events is of a sufficient level to ensure high levels of both fan safety and service and offer a great welcome to our visitor event clients
7. Support the wider operations department leads with relationship building for third-party service contracts including stewarding, security, medical, fire safety and transport
8. Support contract management processes as required by the Head of Venue Management and other contract managers by reporting on KPIs, SLAs promptly after events
9. Support executing effective incident management, contingency, and crisis communication plans, working with supporting departments
10. To champion and comply with all health and safety regulations and safe working practices as required by current legislation including the company's health and safety policy and procedures.
11. To champion safeguarding approaches, policies and practices creating a safe space for all fans, artists and colleagues
12. To have a genuine passion for creating a planet friendly space, challenging the norm, driving positive change, and acting as an ambassador for change to help us reach our target of carbon neutral by 2038
13. Lead the event debrief process for allocated events and ensure all learning points and actions are dealt with and changes implemented ahead of the next event

Key Measures & Targets

- Budget responsibility for event-by-event expenses & costs
- Management of event delivery, including front line safety and security teams
- Team sustainability targets
- Line management responsibilities to be discussed once passed probation

Knowledge, skills & experience

Essential

- Be able to demonstrate your experience in managing large events ideally in an arena or stadium environment
- Substantial experience working on the planning and delivery of live events ideally operating within a venue or stadium setting
- Strong IT skills, particularly Microsoft packages
- Experience of event operational roles at an operational (bronze) or tactical command (silver) level
- Experience writing operational and communication plans
- Understand security, crowd management and crowd safety principles for entertainment venues / stadia / arenas
- A minimum level of an IOSH Managing Safely qualification or equivalent



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- Experience of working in an Event Control Room environment
- Working knowledge of the licensing objectives
- Ability to work with AutoCAD in reading and interpreting technical plans
- A leader, who can influence and inspire others
- A brilliant people manager, putting people first and supporting others
- An infectious can-do approach to great health and safety management
- Results focused, driving exceptional results through your team and others
- Experience of collating in readiness for event days the required documentation
- Commercially astute, able to confidently own the event budget for allocated events
- Confident communicator
- Thrive when its buzzing and show resilience, taking control & making decisions
- A team player who enjoys working in a high achieving environment

Desirable

- Demonstrate a critical understanding of the Safety at Sports Grounds (Green Guide) Guidance
- Previous use of an event management software, e.g. 24/7, Momentous
- NEBOSH National General Certificate
- Crowd Dynamics qualification
- NVQ Level 4 in Spectator Safety Management

Key Contacts and Relationships

- City Football Group - our joint venture partners
- Co-op Live team - everyone involved in creating this amazing experience
- Partners / sponsors
- Manchester City Licensing and Building Control Team
- Greater Manchester Police Service and Counter Terrorism Security Advisor/s
- Greater Manchester Fire & Rescue Service
- Greater Manchester Ambulance Service
- Manchester City Council
- Etihad Campus Management Team

Our Inclusion Commitment

Our venue is for the fans, the artists, everyone! Attracting a diverse workforce which reflects our local community is what will make our venue the best music venue in the UK! To continue to positively disrupt the sports and live entertainment industry, we need a diverse team to help us do it. We believe that inclusivity drives innovation, strengthens our **people**, improves our **service**, and raises **excellence**. We are committed to creating a great place to work amplifying voices from all different backgrounds. If you are ready to make a positive disruption in the live entertainment and hospitality industry, then Co-op Live is for you.

If you do require any additional support or reasonable adjustments to support your application, please let us know and we will work with you to ensure you have everything you need.



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We will consider applications from all candidates who are able to demonstrate the required skills necessary to fulfil the role.

Employee screening and eligibility work

We recognize the importance of safeguarding, dependent on role you may be required to undertake a Disclosure and Barring Service Check, details of which will be shared with you at interview.

If successful in your application, you will be required to provide eligibility to work evidence in line with the 'Eligibility to Work in the UK' requirements.

Please note where necessary, we reserve the right to close this vacancy early.

Deadline for applications: Sunday 2nd March 2025.