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**VENUE LIAISON EXECUTIVE
Job Description**

**Reporting to:** Group Executive Director

**Hours:**  130 hours per month subject to event requirements; mandatory hours to include event build up, event live and event breakdown periods

**Job Description**

Duties of the Venue Liaison Executive will include:

* Duty management of the Eikon Exhibition Centre (the Venue) throughout the tenancy period of commercial events, to include:
* Managing the event on behalf of the Venue
* Managing third-party contractors and their staff
* Acting as building custodian with responsibility for the security of the building and all patrons within the building
* Manage health and safety and risk assessments
* Ensure all Venue policies and procedures are complied with
* Ensure the achievement of the best levels of customer care, in respect of both the Event Organiser and event attendees
* Manage disputes which arise in line with procedures and resolve where feasible
* Act as the appointed Fire Officer for the Venue
* Making decisions regarding the smooth running of the Venue
* Making all routine decisions where the Operations Manager and Group Executive Director are not available
* To provide a high level of customer service including:
* Welcoming organisers and visitors in a polite and enthusiastic manner
* Addressing any queries and complaints in a proactive manner
* Responding to any access needs of organisers, contractors and visitors
* Being the Venue’s representative in the absence of any member of the Venue’s management team
* Compliance with the Security and Health & Safety procedures of the venue, including:
* Being fully conversant with emergency and evacuation procedures and leading all evacuations of the building when on duty
* Liaising with the fire brigade and/ or police in the event of an emergency
* Taking reasonable care for the health and safety of yourself and others in line with the health & safety policy
* Ensuring that all fire regulations, health and safety legislation and the conditions of the Venue license are observed at all times
* Be part of the first aid trained panel when first aid contractor is not present
* Being responsible for locking and securing the building at the end of each evening; acting as a key-holder for the building.
* Event management during the event tenancy including:
* Being responsible for giving opening clearance to the Organiser’s staff and, if required, to the RUAS and to liaise at all times with the contractors to ensure the smooth running of the events
* Ensure that security, cleaning, first aid and catering contractors act in a manner that promotes the Venue’s values, behaviours, and goals
* Manage the evacuation of the Venue if and when the fire alarm sounds and liaise with the emergency services to ensure the safety of all at the Venue
* Attend to organisers, visitors, contractors and staff in the manner prescribed for the Venue
* Act as the main key holder whilst on duty and ensure the Venue Liaison Executive is the last person out of the Venue
* Provide assistance, advice and information as necessary to the Group Executive Director, Operations Manager and Sales & Business Development Executive
* Receive enquiries by telephone and in person and direct the enquirer to the appropriate and relevant person
* Control Venue office and Venue equipment
* To manage the Venue’s Wi-Fi network infrastructure
* To keep and record electrical meter readings for the Venue
* To complete verbal and written reports both during and post-event to include Fire Exit Logs, Event Activity Logs and Venue Managers reports, incident reports and any disputes / altercations
* To attend event briefings and de-briefings where possible
* To be flexible with start and finish times of event shifts, reflective of what is required to ensure Venue is opened and secured appropriately
* Other duties of a similar natures as required

**Essential Criteria**

* Valid SIA Licence
* First Aid Trained
* Full UK Driving Licence
* Educated to a degree level
* At least 5 years’ experience as Security Supervisor of a large venue (>5,000sqm)
* At least 5 years’ cash handling experience
* At least 3 years’ staff management experience to include managing shift schedules
* Supervisor experience at large scale events