



JOB DESCRIPTION

Job title:	Events Manager
Reports to:	Managing Director
Direct Report:	None
Job Status:	Full time, Permanent, 37.5 hours per week
Location:	Silverlink Business Park, Wallsend, Newcastle upon Tyne, NE28 9NX

Role Summary

To work as part of a successful and expanding operations team overseeing a portfolio of worldwide events, developing and supporting the delivery of travel, accommodation and logistics packages.

You will be responsible for the end to end event travel process from product creation through to delivery and evaluation. As well as managing the process, you will also be required to develop and maintain excellent working relationships with event organisers & delivery partners.

Key duties and responsibilities:

1. To establish and maintain strong working relationships with event organisers and key partners
2. To undertake desk research and inspection visits to event locations to understand travel, accommodation & logistics delivery requirements including, but not limited to:
 - Flight routes & airport logistics
 - Location of event site relative to airport and accommodation
 - Accommodation options
 - Local transport options
3. To build the commercial tour product by
 - Identifying the costs
 - Identifying the margins that can be achieved
 - Determining whether exclusivity can be achieved
 - Selecting & contracting hotels
 - Establishing local partnerships where necessary
 - Ensuring strong budget management to achieve revenue targets
4. To assist shaping the promotional marketing programme, liaising with both the Marketing and Sales Team
5. To establish, manage and lead event teams as appropriate which may include internal and external staffing resource.
6. Act as the Nirvana interface with all clients at the events, including working independently to solve any problems or issues, escalating to the management team as and when required.

7. To liaise with customers & partners on events, destinations, flights, hotels, and ancillary travel arrangements in order to create the perfect experience.
8. To deliver sales, outstanding customer experience, and operational expectations
9. To undertake any reasonable task at the request of the management team

Other Duties

This job description is a broad picture of the post at the date of creation. It is not an exhaustive list of all possible duties and it is recognised that the job could change and evolve over time. Consequently, the post holder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the requirements of the post.

Special Interests	<ul style="list-style-type: none">• An understanding and appreciation of sport• An interest in travel• An understanding of event organisation	Desirable Desirable Desirable	(I) (I) (I)
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Date Created: March 2019