

## JOB DESCRIPTION

<b>ROLE:</b>	Duty Manager
<b>DEPARTMENT:</b>	Event Operations
<b>REPORTS TO:</b>	Senior Event Manager
<b>CONTRACT:</b>	Permanent – Full Time
<b>BAND:</b>	5 (£27,550 - £36,734) + NILGOSC Pension
<b>HOURS OF WORK:</b>	37 per week over a 4-week period. The rota will include a mixture of days, evenings and weekend, working five days over seven.

### ROLE SUMMARY

As part of the Belfast Waterfront and Ulster Hall Ltd (BWUH) team, you are to ensure that all events are delivered as planned and that the customers' experience of an event is exceeded through the provision of excellent customer care and ensuring any issues are fully resolved and to provide assistance when the issue is not within the direct responsibility of the post holder.

The company is committed to its vision to create a world-class stage where people make great things happen and our eight company values are our guiding principles.



**Customers First:** We always put our customers first.

**One Team:** We own shared goals as one team and support each other's growth.

**Environment:** We protect our environment and keep ourselves and others safe.

**Respect:** We treat each other with respect at all times.

**Pride:** We work with pride, purpose and urgency.

**Driven:** We are driven by our pursuit to be world class.

**Structured:** We take a structured approach - plan, do, check, act.

**Unique:** We are proud to be unique and original.

**We value diverse perspectives and encourage applications from people of all backgrounds, identities and experiences**

## KEY DUTIES

### Operational

- To manage the venue during events to ensure that the planned activity as detailed in the event schedule is delivered as required and to the correct standard ensuring the smooth running of the event.
- To be able to work flexibly across ICC Belfast, Waterfront Hall and Ulster Hall to ensure the necessary high standards of service delivery are achieved.
- To ensure that the requirements of events as detailed in the event schedule by Event Managers are delivered on time and to the correct standard.
- To assist in the development, implementation and administration of all operating policies, processes and procedures for customer service and event service delivery.
- To provide the Senior Event Manager with accurate and up-to-date data and management information with regard to the departments performance and monitor and maintain such information.
- To fully understand and manage the input of information to VEMS ensuring all information relevant to individual events is recorded and available to other users.
- Carry out event planning for entertainment events and smaller business events where required, with the majority of the role focused on operational delivery.

### Health and Safety

- The safe and efficient day to day running of the individual venues in accordance with the event schedule and BWUHs policies and processes
- Ensuring all events are managed in line with agreed health and safety legislation and agreed processes and that risk assessments, duty management reports and associated event paperwork is completed on time and to a high standard.
- To act as lead decision maker in the event of evacuation of the building in emergency situations.

### Leadership/Managerial

- To represent the Event Manager within the postholders sphere of responsibility as required.
- To resolve complaints promptly and efficiently to ensure that the BWUHs retain the highest possible image within the public domain.

### Other

- To participate in all appropriate and relevant induction and in-service training and in the induction and support of all newly appointed staff.
- To champion all matters relating to equality, safeguarding and access.
- To act in accordance with BWUH policies and procedures including customer care, equal opportunities and health and safety procedures.
- To undertake the duties in such a way as to enhance and protect the reputation and public profile of BWUHs.
- To undertake such other relevant duties as may from time to time be required.

## KEY RELATIONSHIPS

### Internal

- Senior Management Team
- Event Managers
- Technical Planning Team
- Production Operations Manager
- Customer Service Manager
- Senior Leadership Team
- Health and Safety Manager
- Client Support Team
- Front of House Team
- Catering, Cleaning, Security, First Aid

### External

- Event Agencies
- Professional Conference Organisers
- Associations
- Trade Partners i.e. Hotels, Titanic etc.
- Industry bodies and tradeshow organisers i.e. ABPCO, IAPCO, AIPCO, IMEX, IBTM, Confex Intl, C&IT, The Meeting Show
- Promoters
- Visit Belfast
- Tourism NI
- Belfast City Council
- Tourism Ireland
- Visit Britain

## PERSON SPECIFICATION

### Competencies

Applicants must be able to demonstrate the following competencies which may be tested at interview:

**Communication skills:** the ability to address groups and meetings effectively and demonstrate operational tasks and procedures to staff.

**Staff management:** the ability to be an operational manager, responsible for directly managing a section of employees.

**Organisational skills:** the ability to plan and organise workloads to tight deadlines

**Analysis and decision-making skills:** the ability to make operational decisions that affect others and contribute to the achievement of operational objectives.

**Customer care skills:** strong interpersonal and customer care skills and an understanding of the need to respond appropriately to internal and external customer needs.

**Health and safety skills:** a sound understanding of the importance of health and safety in a supervisory role in high-risk situations and a full understanding of all precautionary procedures.

## **Essential Criteria**

### **Qualifications**

Applicants must have five GCSEs (Grades A–C) including English and Maths or be able to demonstrate equivalent literacy and numeracy skills through relevant work experience, training, or alternative qualifications.

### **Experience**

Applicants must have at least 2 years:

- Supervisory or managerial experience, operating and administering events
- Experience of providing excellent customer service support and dealing effectively with difficult customers or members of the public
- The ability to handle pressure and make split second decisions
- Demonstrable experience of good communication skills
- Competent user of the Microsoft Word

## **Shortlisting criteria**

BWUH reserves the right to shortlist only those applicants who have demonstrated the appropriate level of experience as noted in the Job Description.

BWUH Ltd treats personal data collected during the recruitment process in accordance with the organisations data protection policy. Information about how your data is used and the basis for processing your data is provided in the BWUH Ltd applicants' privacy notice, a copy of which is available on our website.

## **To Apply**

To apply for this post, please upload your CV, and a covering letter detailing how you meet the essential criteria via the following link:

<https://iccbelfast.com/careers>

or

by post to; HR Team, Waterfront Hall, 2 Lanyon Place, Belfast. BT1 3WH

The deadline for applications is **5pm on Monday 2<sup>nd</sup> February 2026.**

The applicant should highlight on their CV industry specific qualifications, certificates and experience as well as educational achievements.

Please note that it is the applicants' responsibility to ensure that their CV, covering letter and Monitoring Form are submitted by this closing date and time. Any offer of employment is subject to the receipt of proof of eligibility to work in the UK and proof of any required qualifications.

### **Short-listing, testing and interview dates**

It is envisaged that interviews will be held on **Friday 6<sup>th</sup> February 2026**.

BWUH Ltd. will make all reasonable efforts to accommodate applicants who are unavailable on the specified interview date, but it is under no obligation to do so.

### **Requiring Reasonable Adjustments Section**

We encourage any applicants with a disability to contact us to discuss reasonable adjustments, the intention of which is to enable full participation in the application and selection process.

If you want to contact us to discuss reasonable adjustments, please call us on 07585888240 or [HRinbox@waterfront.co.uk](mailto:HRinbox@waterfront.co.uk)

### **Guaranteed Interview Schemes**

We welcome applications from people with disabilities and operate a Guaranteed Interview Scheme. This means if you have a disability, and you apply and meet the essential criteria for one of our positions, we will consider your application under this scheme and guarantee you an interview.

Your application will be considered like all others, by measuring it against the essential criteria as set out in the employee specification but any short-listing or desirable criteria will not be applied to you.

Selection methods, such as computer-based skills tests, paper-based aptitude tests, situational judgement tests, driving assessments and assessment centers, are deemed to be part of the essential criteria. This means that all applicants must sit and pass these tests or assessments.

If you want to more information about the Guaranteed Interview Scheme, please call us on 07585888240 or send an email to [HRinbox@waterfront.co.uk](mailto:HRinbox@waterfront.co.uk)