

JOB DESCRIPTION

ROLE:	Event Manager
DEPARTMENT:	Operations
REPORTS TO:	Senior Event Manager
CONTRACT:	Permanent
BAND:	5 (£27,550 - £36,734) + NILGOSC Pension
HOURS OF WORK:	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 (BWUH) team, you are responsible to the Senior Event Manager for the planning, management and delivery of all operational and relevant financial aspects of events. You will lead the planning and delivery of all operational elements of all BWUH events. You will be responsible for managing event operations to achieve the highest levels of service for customers and clients, whilst maximising sales and profits. You will work to agreed budgets, prepare forecasts and reports and utilise resources in the most efficient manner.

You will provide proactive and effective event management by utilising project management techniques ensuring events are delivered to the highest possible standard, managing cross-functional project teams to improve the efficiency and effectiveness of event delivery.

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:

General

- The effective, efficient planning and delivery of events and activities and services associated with the hosting of events.
- To be the main point of contact throughout the planning and contracted period of each allocated event.
- The achievement of all financial targets including secondary sales and the efficient delivery of services within budgets.
- To be able to work flexibly across the venues of the BWUH.
- On occasion to represent the Head of Events and Senior Event Manager in the post holders sphere of responsibility.

Leadership/Managerial

- To be a leader within BWUH and to live and promote the values of BWUH throughout the organisation.
- To brief and manage the BWUH casual host team on assigned events.
- To work closely with all departments to ensure the future growth and ongoing success of BWUH.
- Fully utilising all business information systems at BWUH including VEMS and the Time and Attendance System
- To undertake such other relevant duties as may from time to time be required.

Financial – For all assigned events:

- To negotiate with suppliers, providers and contractors to ensure 'best value' for BWUH and its clients.
- To produce and update a live budget for allocated events including projected income and expenditure.
- To produce all financial information and manage this process to completion within company regulations.
- To drive secondary sales, promoting internal services and those provided by external suppliers to maximise on secondary income for the venue. This includes upselling and of services in accordance with department targets.
- To book all operational services and contractors required for each allocated event within budgets, raise and close all PO's of all departments for each allocated event.
- To oversee the financial input for all technical orders, closures and re-charges, in accordance with the information agreed with the allocated technical manager.

Operational – For all assigned events:

- To be the primary client liaison for the planning, organisation, delivery and administration of all allocated events at BWUH.
- To work closely with the assigned technical manager for each event to ensure all client enquiries are being handled in a timely and professional manner.
- To produce and update as required, using the VEMS system, a comprehensive event summary.
- To provide the Senior Event Manager with accurate statistics and management information as required.

- To produce all event documentation including briefing sheets, risk assessments, event day checks, duty management reports and emergency procedure documentation.
- To assist in the development, implementation, and administration of operating policies, processes and procedures.
- To check all areas pre-event to ensure that they are clean, set as per requirements, and
- presentable to the highest standards for all clients and customers. This will include liaison with the technical representative to ensure their equipment is operational and set/staffed as per the client requirements.

Customer Service – For all assigned events:

- To manage and maintain communication channels with clients ensuring that information requests and those of their agents are being dealt with efficiently and in a timely manner across all relevant departments.
- To build and maintain effective relationships with clients, offering excellence in customer service in a bid to ensure repeat business.
- To develop creative and innovative solution to exceed client expectations in how best to use the product and services of BWUH.
- Conduct site visits and advise clients on the facilities and services available at BWUH.
- To manage the event throughout the contracted period to ensure that high levels of client and customer service in all departments are maintained.
- To assist the Senior Event Manager in promoting a quality systems approach, with the intention of achieving excellent standards of service quality.

Health and Safety:

- To be responsible for ensuring that clients are aware of BWUH policies and procedures and their legislative requirements for all Health and Safety related matters.
- To ensure that the reputation of the BWUH is protected and that clients and their agents are aware of and are adhering to the venue's guidelines, rules and their contractual obligations.
- Management of event health and safety for all allocated events as per policies and procedures.
- To manage all alarm activations during your allocated event including evacuation of the building in emergency situations.
- To produce and complete internal event health and safety documentation and to ensure that clients supply their necessary information.

Other

- Contribute to the strategic and overall development of BWUH Ltd through participation and collaboration with the Director of Events & Customer Experience.
- To participate in all appropriate and relevant induction and in-service training and in the induction and support of all newly appointed staff.
- 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 BWUH.
- To undertake such other relevant duties as may from time to time be required.

KEY RELATIONSHIPS

Internal

- Director of Events and Customer Experience
- Head of Events
- Senior Event Managers
- Head of Production
- Production Managers
- Event Managers
- Duty Managers
- Catering General Manager
- Finance department
- Senior Account Managers
- Account Manager
- Director of Sales
- Head of Marketing
- Director of Finance and Systems

Direct Reports

- Event team

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 have proven event management experience, good oral and written communication skills and possess drive and enthusiasm. Applicants will be required to demonstrate evidence of the following competencies through the selection and recruitment process:

Organisational skills: the ability to plan and organise workloads to tight deadlines to ensure action plans are developed and operational objectives are achieved. The ability to identify event related goals in the short, medium and long term. Works well towards challenging objectives, has high standards for self and others, meets agreed deadlines. Good communication and presentation skills with an ability to listen to and convey complex information.

Customer care skills: the ability to deal at all levels with customers with excellent standards of customer service in a timely manner. Strong interpersonal and customer care skills. A personable individual, able to confidently build positive, respectful relationships with team, company colleagues and customers.

Staff & Resource management skills: the ability to directly supervise sub sections of event operational staff and associated resources to ensure that objectives are completed to the desired standard and timescale. Positively and actively engages with and supports the activities of the team in the achievement of their objectives and freely shares knowledge and information.

Health and Safety Skills: To have a strong knowledge of health and safety, to ensure that all buildings and associated facilities are at all times safe for use by the public and that the welfare of staff is not compromised.

Project Management Skills: The ability to manage projects from initiation to delivery ensuring key milestones are met and targets are achieved.

Drive & Persistence: Is self-motivated and shows resilience in difficult situations, flexible and accommodating to meet the varying demands of a commercial business. Has high standards for self and others, meets agreed deadlines. Allocates time to longer-term activities, always looking for opportunities to do things more cost effectively, eliminating non-value-added activities.

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.
- Possess a 3rd level qualification in event management or have a minimum of two years' experience in managing, planning or co-ordinating events.

Experience

- Proven success as an event manager, planner or coordinator.
- Proven experience in risk management.
- Proven experience in project management with excellent organisation skills and the ability to manage multiple stakeholders and events.
- The ability to handle pressure and make split second decisions.
- Excellent verbal and written communication skills, interpersonal and presentation skills with demonstrable experience.
- Competent user of Microsoft Office Suite and experience of preparing and producing professional management reports and presentations.

Desirable:

- IOSH qualification (Any successful candidate not in possession of this qualification on application will be required to complete an IOSH programme as directed by management)
- Proven experience of effectively leading a team of people including communicating clearly and delegating responsibility to ensure that the required standards of service, reporting and financial performance is delivered.

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 2nd 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 **5th / 6th 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

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