



EVENT MANAGER

Job Description

Department:	Events
Responsible to:	Head of Events
Contract type:	Full time, permanent
Salary:	£36–38,000

ABOUT WOOLWICH WORKS

Woolwich Works is a multi-million-pound cultural hub in the old military buildings of the Royal Arsenal that opened in September 2021. Our spaces include a stunning 1500m² former factory performance and events venue, rehearsal and performance studios, event spaces, outdoor courtyard and a beautiful, buzzing café bar. We're home to a number of world class resident artistic companies, including Carlos Acosta Dance Foundation, Chineke! Orchestra, the National Youth Jazz Orchestra, Luca Silvestrini's Protein and internationally renowned theatre company, Punchdrunk.

This job is being advertised by Woolwich Creative District Trust (the 'Trust'), an independent not-for-profit organisation founded to run Woolwich Works.

We're here to build an exceptional, professional, inclusive creative community that delivers our mission to offer hope and opportunity by enabling people to realise their creative potential.

ABOUT THIS JOB

As our activity continues to grow, we are seeking an experienced Event Manager to join our Events Team in delivering a dynamic and varied programme, including large-scale events, festivals and commercial hires. This role will be central to the planning and execution of events for high-profile clients and well-known promoters, managing allocated events from inception to delivery.

The Event Manager will serve as the main point of contact, coordinating operational requirements across production teams, suppliers, and internal departments, and acting as the venues representative throughout. They will play a key role in ensuring smooth delivery of both our commercial activity and artistic programme.

The Trust does not receive ongoing revenue funding or subsidy; all income generated supports the organisation for the benefit of our community. The successful candidate will demonstrate exceptional customer service skills, contribute to our reputation as a leading events venue, and promote the commercial opportunities available. Strong financial and administrative skills are essential, including the ability to track event costs, prepare post event settlements, and reconcile event budgets from a venue perspective.



Is this job for you?

We're looking for an experienced events professional to lead the delivery of a wide range of commercial and programmed events, including brand activations, full venue takeovers, summer music and food festivals, and high-profile conferences.

This role may suit someone with a background in producing, stage and production management, who enjoys combining administrative planning with live operational delivery. While knowledge of production and technical terminology is helpful, it's not essential.

You'll thrive in a fast-paced, live events environment, whether from the arts, commercial, or festival sector and be confident jumping into a busy calendar. You should have a solid understanding of event safety management, including risk assessments and method statements, and feel comfortable working directly with high profile clients.

You'll have experience working with a broad range of suppliers such as caterers, production and security, and be confident managing these teams onsite during live events. You'll also be comfortable navigating conflicting demands and supporting flexible blank canvas setups.

Familiarity with Artifax Event will be an advantage, but we welcome experience with any event CRM systems. Ideally you'll be confident building function sheets, and managing logistical administration that ensures the internal teams from Operations, Technical and Catering receive accurate, timely information.

Above all, you'll be excited by the potential of our spaces, and passionate about the impact your work will have in helping us achieve the Trust's overarching ambitions and objectives.

How to apply

To apply for this role please visit www.woolwich.works/jobs-and-opportunities. You will be directed to our portal to complete the online application form no later than 23:59 on Sunday 13 July (the 'closing date'). Interviews for this role will take place week commencing 21 July. If applying, please keep this date free in case you're shortlisted.

If you're unable to complete a written application for any reason, please either email us or call (020) 8035 8835 so that we can discuss alternative arrangements for assessing your suitability for the job. However, you must do so at least one week before the closing date above.

We aim to give feedback to anybody who requests it but due to the high number of applications we receive it may take us some time to do so. We will always let you know if you have been unsuccessful and we aim to stick to the time frame outlined in the job advert.

We're proud of the diversity of our community and aim to build a team that represents it. We therefore particularly welcome applications from people from black, Asian and ethnically-diverse backgrounds, and those identifying as D/deaf or disabled.



RESPONSIBILITIES

As a key member of the Events team, the Event Manager is responsible for the end-to-end planning, coordination, and delivery of events held at the venue. Acting as the primary operational contact for clients, the role ensures that all events are delivered to the highest standard, in line with the Trust's policies, procedures, and values. This includes detailed logistical planning, cross-departmental coordination, live event management, and post-event evaluation. The Event Manager plays a vital role in ensuring a seamless client and visitor experience while supporting commercial activity, maintaining safety and compliance, and contributing to the ongoing improvement of venue services.

Key responsibilities

1. Respond to enquires relating to venue hire, brand activations and commercial filming/photography, providing accurate information and support to the Event Sales Manager where needed.
2. Deliver allocated events, managing all associated logistics and administration to ensure successful planning and execution.
3. Co-ordinate and communicate event details to all relevant departments, including Operations, Finance, Security, Health & Safety, Visitor Services, Production, Marketing and Communications, Ticketing Services and Facilities, to ensure alignment and preparedness.
4. Collaborate with the Technical Team to plan and deliver the technical and staging requirements of each event, ensuring artist/performer rider requirements are achievable within the agreed timelines and budget.
5. Maintain accurate and up-to-date event records in Artifax Event in accordance with internally agreed processes and Event Management Plans, to enable planning and delivery by all Woolwich Works departments, communicating updates or changes to relevant operational teams promptly.
6. Collate, review and distribute event safety documentation, ensuring that clients, hirers and suppliers comply with the Trust's Health and Safety Policy and other relevant policies and procedures.
7. Act as the operational lead (Event Manager or Duty Manager) during live events, providing support to clients and visitors, and directing internal teams and external suppliers as required.
8. Utilise internal systems such as Artifax, Spektrix and Microsoft 365 to deliver consistent, first-class customer service, resolving operational issues proactively to ensure smooth event delivery.
9. Ensure compliance with the Trust's policies, procedures and terms and conditions of hire, obtaining all necessary information from clients and disseminating internally in a timely and efficient manner.
10. Support the onboarding, coordination or supervision of casual, freelance, or junior staff involved in event delivery, ensuring consistent standards and communication.
11. Lead or support incident reporting and response procedures during events, ensuring that all issues are recorded and escalated appropriately.
12. Manage financial information related to venue hire and event resources, including accurate data entry and raising invoices or settlements in a timely manner.
13. Conduct post-event checks and reviews, gathering feedback from clients, teams, and contractors to identify areas for improvement and support continuous service development.



14. Provide operational insight to support venue sales and service development, including feedback on event trends, client needs, and service challenges
15. Ensure events are delivered in line with the Trust's sustainability, accessibility, and inclusion standards, supporting clients in meeting these where relevant
16. Attend internal and external meetings and liaise with colleagues, contractors and stakeholders to support the smooth and professional delivery of all events.

General responsibilities

1. Undertake designated responsibilities, such as a First Aider, Fire Marshal or Duty Manager if required and appropriately trained.
2. Support the development of future talent by welcoming and mentoring work experience placements, interns and apprentices, creating an inclusive and supportive environment.
3. Promote and maintain a safe working environment, following the Trust's Health and Safety Policy and all other relevant policies, procedures and encouraging others to do the same.
4. Protect the organisation's data and information assets, ensuring all work complies with the Trust's data protection policies and the Data Protection Act 2018.
5. Take personal responsibility for ongoing learning, undertaking training and professional development as required to meet the evolving needs of the organisation.
6. Always act in the best interests of the Trust, complying fully with all relevant organisational policies and procedures.
7. Carry out any other duties that are reasonable and commensurate with the level and responsibilities of the role, as required by the Trust.

Note: This job description outlines key responsibilities but does not form part of the employment contract. Duties may evolve over time and will be reviewed periodically in consultation with the post



PERSON SPECIFICATION

Essential skills and experience

- Experience as an Event Manager or equivalent in a relevant comparable venue, organisation or festival environment; currently or recently employed in a similar events role.
- A proven track record of successfully delivering high-value events
- Commercially savvy, with a proven track record of driving income
- A high level of customer service experience
- Demonstrable project and time management skills
- A confident and capable communicator, able to work well with a wide range of people and stakeholders; highly emotionally intelligent
- Able to work effectively both within a team and on own initiative
- Experience using CRM systems for event administration
- Passionate about people, communities, diversity and inclusion

Desirable skills and experience

- Experience of working with live music or comedy promoters
- Experience as a Stage Manager or in Event Production.
- Working knowledge of Artifax Event
- Event safety management experience, IOSH Managing Safely qualification or equivalent
- First Aid at Work qualification
- CAD / floor plan design experience
- An in-depth knowledge of the Royal Borough of Greenwich



CONDITIONS

Hours:	Typically, 40 hours per week on average, scheduled on a flexible rota over five of seven days (including evening and weekend working). This role will include evening, weekend and bank holiday working for which no additional payment will be offered. You'll be expected to work operationally for major events.
Holiday:	25 days per year, plus Bank Holidays (or days off in lieu of Bank Holidays), based on full time working. The Trust's holiday year runs from April to March.
Location:	You'll be based in Woolwich, southeast London. We may require you to work elsewhere or travel within the UK as part of your job.
Probationary period:	This role is offered on a permanent basis and is subject to a 6-month probationary period.
Notice period:	<p>Prior to receiving written confirmation of the satisfactory completion of the probationary period, either you or the Trust can terminate employment by giving 1 months' notice in writing.</p> <p>Following satisfactory completion of the probationary period, the notice period will be 3 months.</p>
References and right to work:	Offers are subject to receipt of satisfactory references and evidence of right to work in the UK
DBS check:	Due to the nature of this role, an enhanced [or basic] DBS check will be required prior to appointment.

From the Royal Borough of Greenwich, for everyone.

Founder:

