

First Event  
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FIRST  
EVENT



## Assistant Head of Event Operations

<b>Salary:</b>	£50,000 - £60,000.
<b>Contract Type:</b>	Full time, permanent.
<b>Benefits:</b>	EOT bonus, healthcare scheme, enhanced pension scheme, unlimited holidays, flexible working environment.
<b>Location:</b>	North Leeds office, with fully flexible and remote working.
<b>Line Reports:</b>	Project Directors.
<b>Reporting to:</b>	Head of Event Operations.

# Life at First Event

We're one of the UK's leading event companies, and have been for the last 20 years. But no matter how long we've been around, one thing that never gets old is our deep-rooted passion for creating jaw-dropping events all around the world.

First Event is only as good as the people who work here, and you won't find another workplace culture like ours. Whilst a clear strategy is important to the growth of our business, it means nothing without the people that make the magic happen. We are firm believers that our success depends on our people, so we want every single person in the First Event Fam to love what they do and to be proud of the events they create.

That's why in 2021 we decided to become an employee-owned company. This decision not only secured our strong ethos, creative freedom and core values, but also cemented the future independence of our team. Our employee council, made up of members across each department, work closely with our management team to create a fun and encouraging environment that allows us all to flourish and thrive.

So, you want to work for us? Good choice. We quite like it here too. We promise you a warm welcome and some pretty cool perks along the way!

## About The Role

At First Event we are renowned for delivering logistically brilliant and strategically impactful events, across a broad spectrum of clients. From conferences and exhibitions to big incentives and digital first events, we are at the forefront of the experience industry.

Due to continued growth and evolution, we are now looking for an Assistant Head of Event Operations to lead our delivery team, ensuring the seamless execution of events that consistently exceed expectations.

Reporting to the Head of Event Operations, the role is pivotal in maintaining First Event's reputation for exceptional event experiences. The Assistant Head of Event Operations will be responsible for leading, motivating and developing our award-winning team, whilst ensuring we are continuing to provide exceptional service and results for our clients. Overseeing all elements of event delivery and suppliers across our event portfolio.

It is an exciting time to join the First Event Team as we continue to expand and evolve our client proposition; delivering creative and tech first events with impactful results. This role will play a critical part in enabling our next phase of growth.

Minimal travel will be required, except for attendance on site for training and quality checks as necessary.

# Role Responsibilities

- **Team Leadership:** We are extremely proud of our collaborative and high-performance culture. You will play a big part in keeping the team motivated, and aligned with the company's goals. You should be passionate about progressing the team. You will deliver strong leadership to the event delivery team and provide line management, coach and develop the team to reach their potential. The role will include direct line management responsibility.
- **Department Success:** You will contribute to implementing the department strategy, working to ensure financial and commercial targets are met, providing relevant reporting to the Head of Event Operations.
- **Financial Management:** Responsible for department commercials (total budget control £20M + per annum)
- **Client Relationship Management:** Working closely with the Sales and Client Development team you will onboard new clients and ensure existing client relationships are maintained to the highest standard.
- **Event Health Checks:** Conduct kick off meetings, crisis management, regular checks and post event debrief to ensure projects are delivered within budget and on time.
- **Resource Management:** Managing the event team resource, ensuring efficient and correct alignment of resource.
- **Quality Assurance & Efficiencies:** Work with the Project Team on implementing and maintaining high-quality best practice standards, identifying and implementing improvements that will help to manage the overall profitability of projects and ensure a leading service is delivered.
- **Risk Management:** Identify potential risks and develop contingency plans to mitigate them. Proactively address any challenges that may arise during event planning or execution.
- **Technology Integration:** Operate as a highly competent user of project management systems and google drive. Remain up to date with event technology trends and oversee the integration of digital solutions, websites, and apps to enhance event experiences.
- **Compliance and Legal Considerations:** Ensure all events comply with relevant regulations, permits, and health and safety guidelines. Stay informed about legal and ethical considerations in event management.

# Personal Specification

- Minimum of 3 years experience of leading a large team of 20+ and 8 years agency experience
- Proven track record of managing department budgets
- Solid understanding of the full event management of UK, Overseas and virtual events
- Comfortable and confident in communicating, presenting and building relationships at senior levels
- A creative and strategic thinker, able to manage and influence the direction of accounts and projects
- A team player with the ability to communicate to all members of the team and across departments
- Strong organisation and project management skills
- Strong leadership skills with a proven track record of leading & developing a team
- Commercial thinker with demonstrable experience of working against and outperforming challenging financial targets
- Natural flair for providing excellent customer service
- Tech savvy with strong IT skills in Excel, Google Suite, PowerPoint, Salesforce and be able to learn our in-house IT system

## Our Values

We love that our vibrant team is made up of so many different personalities. No matter how different we are, we're all united by our core First Event values, which sum up the kind of people we're looking for.

These are the values that bring us together, make us a force to be reckoned with and help us deliver the outstanding events we're globally recognised for.



## How to Apply

We are a friendly bunch who work hard whilst having loads of fun along the way! Fancy finding out more?

Please email a copy of your CV to [careers@firstevent.co.uk](mailto:careers@firstevent.co.uk)