**Manchester City Council**

**Role Profile**

**Event Operations and Development Lead, Grade 12**

**Leisure, Events & Contracts Service,**

**Neighbourhoods Directorate**

**Reports to: Head of Major Events & Partnerships**

**Job Family: Commissioning and Commercial**

**Key Role Descriptors:**

The role holder will lead and coordinate a service or function ensuring the effective and prioritised deployment of resources to deliver the work programme, contract management, commissioning, commercial activity and business improvement/development.

They will lead and drive the design, implementation, development, support and monitoring of policies, procedures frameworks and approaches. In doing so they will support the achievement of strategic and operational objectives through a focus on quality, value for money and innovation whilst providing organisational assurance.

The role holder will work collaboratively with both internal services and external partners in a manner which is focused on organisational objectives and embraces the principle of joint working.

They will ensure the effective and prioritised deployment of resources to provide reliable information and support to managers and decision makers.

**Key Role Accountabilities:**

Lead the implementation of strategic and tactical responses through the provision of specialist advice, insight, support and challenge to support the delivery of organisational priorities, and to ensure the Council is able to meet its legal obligations.

Ensure the development, maintenance and monitoring of effective systems and information to support the delivery of key objectives.

Represent the service/organisation in meetings, working groups and other forums, providing an input that proactively drives delivery of priorities.

Play a lead role in the analysis and review of services delivered, and in monitoring and implementing changes within the service to improve the overall performance and meet the diverse and changing needs of stakeholders.

A strong and clear advocate for the organisation’s m people approach.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers. The roleholder will be expected to effectively co-ordinate resources to support the principals of ‘joined up’ communication and to ensure efficiencies are achieved.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the roleholder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be fully considered.

**Role portfolio:**

**The Neighbourhoods Service:**

Through an integrated operational model that responds to the needs of different places, the service focuses on maintaining clean, safe and vibrant neighbourhoods that residents, businesses and visitors can be proud of.

The service provides strategic direction and the operational management of citywide services and specialist technical support, together with three Neighbourhood Teams to facilitate place-based approaches (North, Central and South). Services include Compliance & Community Safety, Waste, Recycling & Street Cleansing, Pest Control, Highways, Libraries, Galleries & Culture, Bereavement, Parks, Leisure, Events, Contracts and Commercial, Grounds Maintenance, Markets, and Housing & Homelessness. The service collaborates with other Council Directorates / Teams, Executive Member portfolios, Ward Members and external stakeholders (public, private and voluntary community sectors and residents).

The service also plays a key role in driving place-based reform (Bringing Services Together for People in Places and Making Manchester Fairer) to improve the quality of life for residents, as well as community engagement and development to equip diverse communities to participate.

You will be responsible for supporting theHead of Major Events & Partnerships with the implementation of the Events Strategy for the City Council.

Specifically, you will:

* In conjunction with senior management, our strategic international and national partners and our our city-region stakeholders, play a lead role in developing existing events and support the bidding for future major cultural and sports events, maintaining Manchester’s ambitions as a world-class event destination in line with the Events Strategy timeline.
* Provide a key task event management function across the portfolio of event projects and support the development of the event command and control hierarchy of tactical and operational functions in line with sector best practice.
* Strengthen the multi-agency planning and Safety Advisory Group process across the events portfolio.
* Evolve and improve the operational function of the City Council’s event service with accountability for:
  + the planning, delivery and evaluation of a portfolio of annual and one-off events and associated programmes and projects
  + overseeing the support or facilitation of significant third-party organised events and the City Council funded community event programme.
  + ensuring innovation, continued improvement and high-quality performance in the delivery of services to ensure that the city continues with a policy-led approach to the securing, planning and delivery of events.
  + the delivery of performance targets, budgets, staff and resources to ensure services are provided effectively and efficiently

**Event Operations and Development Lead – Key Behaviours, Skills and Technical Requirements**

**Generic Behaviours: Leader**

* We work together and trust each other
* We’re proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and aren't afraid to try new things
* We show that we value our differences and treat people fairly

**Generic Skills**

**Commissioning Skills**

* Ability touse the skills and knowledge of partners to inform commissioning intentions in a wide area of activity.

**Commercial Skills**

* Demonstrates sound business intelligence and the ability to identify commercially viable opportunities and secure value for money in service delivery, alongside highly developed communication and relationship management skills to identify and manage the relationships with external partners and stakeholders.

**Planning and Organising**

* Business planning skills with ability to manage change, identify and organise resources and effectively monitor performance against milestones and deadlines, whilst managing a multi-priority workload, progressing various ideas and plans concurrently.

**Problem Solving and Decision Making**

* Ability to react to immediate problems of a highly complex nature with associated risk factors and deliver pragmatic solutions sometimes under extreme pressure.

**Creative Skills**

* Thinks creatively to plan and examine potential business processes and operating models and to develop a range of creative and original solutions that meet the strategic needs of the business.

**Strategic Thinking**

* Thinks and acts cross-functionally and cross-organisationally, beyond one's own professional areas of specialism, perceiving the wider picture and the implications of short-term decisions for the achievement of long-term strategic goals.

**Communication Skills**

* Ability to effectively communicate information across a range of internal and external stakeholders to influence and persuade key decision makers - building and maintaining strong networks and partnerships - adapting the style of communication as necessary and ensuring that this information is understood.

**People Management**

* Is able to lead, manage, coach and motivate staff and maintain effective relationships with individuals to maximise potential and ensure the team is equipped to achieve objectives set according to the overall business need.

**Technical requirements (Role Specific)**

* Senior management experience of working in partnership with international and national event property rights holders.
* A proven track record in the effective coordination and delivery of 3rd party events, working alongside commercial promoters, event agencies and external event organisers.
* Specialist experience, knowledge and understanding of the UK event sector and support services – including the operational context of relevant legislative, health and safety and policy frameworks.
* Political awareness and aptitudes