

JOB DESCRIPTION

Job title	Events Supervisor
Salary	£18,628 (£25,623 FTE) (Grade Point E1)
Department	Commercial
Working pattern (hours/weeks etc)	37.5 hours per week, 33 weeks per year. Evening, weekend and unsociable hours will be consistently required as part of this role, which is based on a 37.5 hour week. However, trading patterns are seasonal, reflecting University term times and this will also be reflected in working patterns.
Responsible to	Deputy Events Manager
Supervisory responsibility	Events Assistants
Job purpose	To support the delivery of safe, inclusive and accessible events that enable all NTU students to feel welcome, connected and able to participate. The role will contribute to creating a sense of belonging through event experiences that reflect and celebrate the diversity of the student community whilst removing barriers to engagement.
Link to strategy	Contributing to NTSU's strategic priorities of Advocacy, Belonging and Care by creating event experiences that are accessible, welcoming and representative of the diversity of NTU students and demonstrate our values of student-led, inclusive, supportive and innovative.

Main duties and responsibilities

1	Actively promote high standards of customer care in all operations, motivating and training staff to achieve objectives, together with event knowledge and job expertise.
2	Co-ordinate Events Assistant shifts in liaison with the Deputy Events Manager to ensure weekly availability is completed by student staff, and produce a weekly rota.
3	Take a lead at events “on the night” bearing the shared responsibility of operational requirements and managing logistics as necessary, including coordination of events assistants, security, performers and event contractors.
4	Ensure event programmes, activities and promotions are designed to be inclusive, accessible and representative of the diversity of the NTU student community, alongside helping to deliver other venue activity such as live music, private hire, internal or student led events.
5	Ensure integrity of financial systems including the training of staff, monitoring their use of tills, including making regular checks and where necessary acting to minimise discrepancies and errors. Monitor clerk and transactional information to ensure efficient operation and minimisation of inaccuracies, theft, fraud, dishonesty or similar.
6	Co-Manage the Trent Events online ticketing platform, alongside contributing to creating and maintaining event content on our digital platforms; including websites and social media accounts always ensuring event information is accurate and up to date.
7	Manage the flow of customer queries via email, website or other digital means such as social media, providing excellent standards of customer service whilst effectively handling customer complaints and incidents that occur before, after or on an event, reporting upwards if appropriate.
8	Monitor events to ensure a welcoming, respectful and inclusive environment, addressing barriers to participation or behaviours that may negatively impact students' sense of belonging.
9	Plan, prioritise, assign, supervise, review and participate in the work of box office/cloakroom activities as required, including the set-up and maintenance of events tills, cloakroom machines, and physical tickets and/or merchandise, alongside managing lost property.
10	Engages in sustainable practices while in the workplace – accepts and follows sustainable office policies and procedures.

Secondary and other duties

1	Work with other venue staff to ensure events are organised so as to comply with all Health & Safety, licensing regulations and security requirements.
2	Attend regular team meetings, in particular to review events, plan for upcoming events and to feed into the overall event programming process.



3	Collate, update and maintain guest lists for all Students Union entertainments. Communicate appropriately with affiliated promoters and venues.
4	Assist the Venue team with lost property enquiries and secure storage.
5	Work tri-campus as required during unsociable hours including late nights and weekends.
6	Tries new and sustainable practices: whenever possible, employee tries to reduce the negative environmental impact of their work – especially their waste and greenhouse gas emissions.

Standards

- The post holder will, at all times both professionally and personally, portray a positive image of NTSU
- The post holder will at all times uphold the values of NTSU and thereby demonstrate high standards of integrity, accountability, respect for others, courtesy and professionalism
- The post holder will be expected to be flexible and willing to support colleagues, both in their own team and in NTSU more widely. They will be expected to undertake any task which helps NTSU achieve its objectives that may be reasonably asked of them, given their role and position in NTSU
- The post holder will be expected to actively support good practice in energy efficiency, waste reduction, recycling and champion the organisation's ethical and environmental policies

Miscellaneous

- The definition and examples of work included above are not exhaustive – they are illustrative and for guidance only. A particular post holder with this job title may not perform all duties detailed in this job description. Conversely, not all the duties performed will be listed on this document.
- It is the practice of NTSU to periodically examine employees' job descriptions and update them to ensure they relate to the job as then being performed. This will be done with the Senior Manager in consultation with the employee.

EMPLOYEE SPECIFICATION

Job title	Events Supervisor
Department	Commercial
Responsible to	Deputy Events Manager

How we assess applications: The Personal Specification outlines the knowledge, skills and experience required for the role. Each criteria is marked to show how it will be assessed during the recruitment process: A = Application and I = Interview. Candidates should ensure they provide evidence of the relevant criteria within their application.

Criteria	Essential	Desirable
Experience	Demonstrable experience working in an events environment (A/I)	Experience managing an events team (A/I)
	Experience supervising or coordinating a team (A/I)	Experience producing effective risk assessments
	Experience engaging positively with people from a wide range of backgrounds, identities and lived experiences. (A/I)	Experience considering accessibility requirements and making reasonable adjustments within an events environment. (A/I)
	Experience working in a nightclub or a Students Union environment (A/I)	Digital and/or physical marketing experience
	Experience of coordinating events following briefs and internal policy (A/I)	Familiarity with sustainable office practices. (A)
Skills	Strong computer skills using Microsoft Office (A)	Excellent report writing skills (A)
	Numeracy skills with a high level of accuracy (A)	Ability to use Adobe Creative Suite including Photoshop, Illustrator and InDesign (A)

	Excellent interpersonal skills with the ability to communicate with a wide-range of people effectively (A/I)	Managing a commercial social media channel (A/I)
	Creative approach to problem-solving (A/I)	Ability to use Wordpress website software (A)
	Strong leadership skills (A/I)	Holder of full driving licence (A)
	Reliable and flexible with the ability to adapt quickly to change (A/I)	
	Excellent customer service skills and the ability to focus on customer experience (A/I)	
	Strong team player (A/I)	
Knowledge	Educated to degree-level and/or experience relevant to the role. (A)	Qualifications related to Event Management, Event Production, hospitality, H&S or first aid. (A)
	Knowledge of Health & Safety associated with running events (A/I)	Holder of a Personal Licence. (A)
	Of student related events and trends (A/I)	SIA Badge (A)
	Understanding of equality, diversity and inclusion principles and how they apply within events, customer service and student-facing environments. (A/I)	Understands what can be recycled on campus, and how to recycle it properly. (A)