



JOB DESCRIPTION

Job title	Events Supervisor
Salary range	£18,330 (pro rata for 36 weeks, FTE £23,117)
Department	Entertainments
Working pattern (hours/weeks etc)	37.5 hours per week, 36 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	Business Development & Entertainments Manager
Supervisory responsibility	Events Assistants
Job purpose	To assist the Entertainments department with the provision of diverse entertainments for the members of NTSU. Including the production, staffing and equipment needs for events and assisting with 'on the night' delivery of events.

Main duties and responsibilities

1	To co-ordinate Entertainments & Promotions Assistant shifts in liaison with the Business Development & Entertainments Manager to ensure weekly availability is completed by student staff, and produce a weekly rota.
2	Manage and develop a team of Entertainments & Promotion Assistants to assist in the delivery of events.
3	Take a lead at events "on the night" including coordination of Entertainments & Promotions Assistants, performers and event contractors.

4	Actively promote high standards of customer care in all operations, motivating and training staff to achieve objectives, together with event knowledge and job expertise.
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	Actively monitor the atmosphere and customer experience at events providing solutions and improvements where appropriate.
7	Effectively handle customer complaints and incidents that occur during an event, reporting upwards if appropriate.
8	Provide event reports detailing attendance figures, takings and discrepancies.
9	Ensure the accurate and timely set-up of event tickets, monitor ticket stock, keeping accurate records of sales and ensuring discrepancies are recorded and monitored and where necessary action is taken to minimise errors.
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	Entertainments
Responsible to	Business Development & Enertainments Manager

Criteria	Essential	Desirable
Experience	Demonstrable experience working in an events environment	Experience managing an events team
	Experience supervising or coordinating a team	Experience producing effective risk assessments
	Experience dealing with customer complaints/requests	Experience working with SIA security
	Experience working in a nightclub or a Students Union environment	Digital and/or physical marketing experience
	Experience of coordinating events following briefs and internal policy	Familiarity with sustainable office practices.
Skills	Strong computer skills using Microsoft Office	Excellent report writing skills
	Numeracy skills with a high level of accuracy	Ability to use Adobe Creative Suite including Photoshop, Illustrator and InDesign
	Excellent interpersonal skills with the ability to communicate with a wide-range of people effectively	Holder of full driving licence
	Creative approach to problem-solving	Managing a commercial social media channel
	Strong leadership skills	Ability to use Wordpress website software

	Reliable and flexible with the ability to adapt quickly to change	
	Excellent customer service skills and the ability to focus on customer experience	
	Strong team player	
Knowledge	Educated to degree-level and/or experience relevant to the role.	Qualifications related to Event Management, Event Production, hospitality, H&S or first aid.
	Knowledge of Health & Safety associated with running events	Holder of a Personal Licence.
	Of student related events and trends	SIA Badge
		Understands what can be recycled on campus, and how to recycle it properly.