

Job Description



Event Manager – Conferences and Exhibitions

SALARY:	Competitive
HOURS	37.5 hours per week
WORKING PATTERN	Monday – Sunday
LOCATION	Turkey, Istanbul (Europe)
PRIMARY FUNCTION OF THE JOB:	To ensure the successful co-ordination and running of events at ODAK Europe ensuring the highest standards of customer service are maintained at all times.
DIRECTLY RESPONSIBLE TO:	Senior Event Manager – Conferences and Exhibitions
DIRECTLY RESPONSIBLE FOR:	N/A

MAIN AREAS OF RESPONSIBILITY:

- To maintain a comprehensive knowledge of the venue and its capabilities in order to best advise clients on the logistical aspects of their events.
- To facilitate site visits during both the selling and event planning process.
- To attend client meetings during the sales process and once an event is confirmed to establish good client relationships and to ensure the client needs are fully understood.
- To liaise fully with clients once an event is confirmed to establish all the necessary details of the event, including costs for services provided. To also provide advice and support to clients during the planning process, this can include things like the design of conference and exhibition floor plans in accordance with relevant Health and Safety regulations.
- To negotiate with service partners to keep operating costs to a minimum whilst still ensuring adequate cover is maintained.

- To manage the event during build up, open, and breakdown periods. To act as a main contact/liaison between the client and all service partners/departments working on the event, including an element of managing service partner staff.
- To maintain good interdepartmental communications between Event Managers and the Technical, Catering, Sales and Marketing departments to ensure events are organised efficiently and effectively, required standards of services are maintained, and client's requirements are met.
- To ensure that services provided and supplies purchased meet the required standards.
- To ensure event budgets are met.
- To upsell additional items and identify income streams for events during the planning process in order to maximise event contribution.
- To ensure that the appearance and facilities at ODAK Europe meet the required standards at all times in both front and back of house areas. Overseeing liaison with other contractors or suppliers as necessary such as AV, security etc.
- To provide regular upkeep/maintenance reports (snagging) to the Senior Event Manager.
- To implement internal administration procedures, including weekly event reports, event schedules, invoicing and purchase control.
- To produce event close out information, summarising all additional costs to the client and other contractors in order for the Finance department to process invoices. To complete a comprehensive post event report and to identify action points during a weekly operations meeting.
- To undertake activities and make recommendations in respect of to current procedures where necessary.
- To demonstrate knowledge of current Health and Safety legislation and have the ability to implement and adhere to them within a public service environment.
- Create an event safety file for each event and write an event specific risk assessment
- To run events as effectively and efficiently as possible in accordance with ODAK Europe's Green Policy, and ISO 14001 Environmental Accreditation.
- To adhere to ODAK Europe's Health and Safety policy and observe a duty of care to all users of ODAK Europe.
- To sustain a flexible and adaptable attitude to the work of the team.
- To participate in all aspects of training and development as directed and to use all relevant learning opportunities to improve personal skills so as to improve the effectiveness and efficiency of service delivery.
- To contribute to the success of the team in meeting ODAK Europe's aims and objectives.

- The duties of the post requires weekend, evening and night work to meet the needs of the agreed programme of events activities and this is reflected in the salary of the post.
- This job description is not intended to be either prescriptive or exhaustive, it is issued as a framework to outline the main areas of responsibility at the time of writing.
- To undertake any other duty commensurate with this post as determined by the Senior Event Manager.