



**EVENT MANAGER**  
**Full time, permanent**

ALEXANDRAPALACE, ALEXANDRAPALACEWAY, LONDON, N227AY • 02083652121 • ALEXANDRAPALACE.COM  
ALEXANDRA PARK AND PALACE CHARITABLE TRUST IS A REGISTERED CHARITY • CHARITY REGISTRATION NUMBER: 281991



## ABOUT ALEXANDRA PARK AND PALACE



Alexandra Park and Palace is a major event, heritage and cultural destination in north London. We are known for our diverse entertainment programme, our natural parkland and panoramic views of the city, receiving over 3 million visits a year.

Today we continue to deliver those great experiences for everyone, every day of the year, at major events including **Live Music, Live Sport, Exhibitions, Festivals** and **Park** events.

## BENEFITS

In return for your hard work, we offer a generous benefits package including:

- Annual leave allowance – **28 days** (pro rata for part time employees)
- Additional 4 privilege days usually set around Christmas and New Year
- Opportunity to enter a ballot for **free event tickets**
- **Discounts** across our on-site catering units
- Access to an **employee assistance programme**
- Training and development opportunities including access to **e-learning + more**

## ROLE DESCRIPTION

The **Event Manager** will manage nominated events from client brief through to delivery across a wide range of Alexandra Palace's event programme

The ideal candidate will have demonstrable event management experience gained in a venue managing a variety of events with a significant capacity. Experience briefing contractors and suppliers are also essential along with experience overseeing event budgets.



This is a full time, permanent position.

Salary: **£37,500 - £42,000pa** depending on experience

## HOW TO APPLY

To apply for the role of **Event Manager** please send your **CV** and a **cover letter** outlining how you meet the requirements of the role to [recruitment@alexandrapalace.com](mailto:recruitment@alexandrapalace.com).

The closing date for applications is **12pm Monday 13 January 2025**

*We are committed to providing equality of opportunity and encourage job applications from people of all backgrounds. We strive to build a diverse and inclusive workforce that is representative of our community and helps us to deliver more for our visitors. We particularly encourage applications from candidates from ethnic minority backgrounds and candidates with disabilities. If you feel that you need any additional support or reasonable adjustments to take part in the interview process, please contact the HR team*

*Due to the volume of applications, we are unable to provide feedback to those not shortlisted for interview*

<b>JOB TITLE</b>	<b>Event Manager</b>	
<b>DEPARTMENT:</b>	Events	
<b>RESPONSIBLE TO</b>	Head of Events	
<b>RESPONSIBLE FOR</b>	No direct line management but may have responsibility for contractors on site	
<b>JOB PURPOSE</b>	To manage nominated events from planning through to delivery upholding an excellent customer experience.	
<b>KEY INTERNAL RELATIONSHIPS</b>	House Catering Facilities Parks Health & Safety Sales	
<b>KEY DUTIES AND RESPONSIBILITIES</b>	<ol style="list-style-type: none"> <li>1. Plan and deliver nominated events in accordance with standard operating procedures upholding excellent customer and client service.</li> <li>2. Manage the event P&amp;L for nominated events in order to support accurate reconciliation of management accounts</li> <li>3. Monitor contractor and supplier performance against KPIs through effective line management during event tenancy.</li> <li>4. Maintain and develop client and stakeholder relationships through regular communication and engagement to understand current and future requirements.</li> <li>5. Coordinate event planning and debrief paperwork completing documents within agreed timeframes demonstrating compliance with standard operating procedures.</li> <li>6. Uphold site presentation standards by liaising with internal departments to facilitate site repairs and maintenance as and when required</li> <li>7. In the role of Duty Manager (EV2) on nominated events, prepare the venue for event open in accordance with set up procedures</li> <li>8. Participate in the creative development of the events programme by supporting the Head of Events with project work</li> </ol>	<p><b>30%</b></p> <p><b>15%</b></p> <p><b>15%</b></p> <p><b>10%</b></p> <p><b>10%</b></p> <p><b>10%</b></p> <p><b>5%</b></p> <p><b>5%</b></p>

<b>PERSON SPECIFICATION</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
	<p data-bbox="504 219 801 313"><b>EDUCATION / QUALIFICATIONS / MEMBERSHIPS</b></p> <p data-bbox="504 349 871 421">GCSE Maths and English with grade C or above <i>or equivalent</i></p> <p data-bbox="504 456 916 488">IOSH managing safely qualification</p> <p data-bbox="504 591 705 622"><b>EXPERIENCE</b></p> <p data-bbox="504 627 887 757">Previous experience in a similar Event Manager role managing larger events (minimum 5,000 capacity)</p> <p data-bbox="504 792 839 824">Extensive venue experience</p> <p data-bbox="504 860 884 931">Experience briefing contractors and suppliers</p> <p data-bbox="504 967 865 1039">Experience of managing event budgets of up to £30k</p> <p data-bbox="504 1075 912 1137">Experience of delivering excellent customer service</p> <p data-bbox="504 1173 896 1245">Experience liaising with a variety of stakeholder groups</p> <p data-bbox="504 1303 845 1335"><b>SKILLS / KNOWLEDGE</b></p> <p data-bbox="504 1370 922 1500">Excellent communication skills with the ability to give clear verbal instructions and present accurate written work</p> <p data-bbox="504 1536 922 1608">Strong time management skills and the ability to work under pressure</p> <p data-bbox="504 1644 813 1715">Problem solving skills and diplomacy</p> <p data-bbox="504 1751 916 1783">Organised and methodical thinker</p> <p data-bbox="504 1818 887 1850">Flexible and proactive approach</p> <p data-bbox="504 1886 887 1917">Proficient in Microsoft Outlook</p>	<p data-bbox="951 349 1308 421">Degree or professional event qualification</p> <p data-bbox="951 456 1260 528">NEBOSH managing safely qualification</p> <p data-bbox="951 627 1331 689">Experience managing live music events</p> <p data-bbox="951 725 1366 757">Experience of crowd management</p> <p data-bbox="951 1370 1353 1469">Knowledge of Alexandra Palace's events programme and industry competitors</p> <p data-bbox="951 1505 1324 1576">Knowledge of current industry trends</p> <p data-bbox="951 1612 1340 1711">Sound working knowledge of Health and Safety processes and procedures</p> <p data-bbox="951 1747 1267 1778">Project management skills</p> <p data-bbox="951 1814 1018 1845">CAD</p>

	Available to work some anti-social hours including late nights, bank holidays and weekends	
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## DIMENSIONS

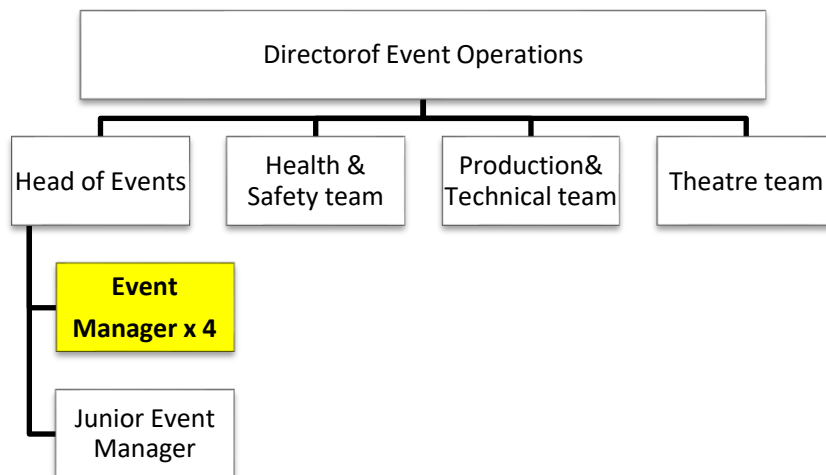
### Financial responsibilities

Responsibility for administering nominated event P&Ls

### People management responsibilities

Supervision of contractors and suppliers when on site when acting as Event Manager

## ORGANISATIONAL CHART



## GENERAL OBLIGATIONS

### i. Health and Safety

All employees have a legal duty to ensure the health and safety of people at work and members of the public on site in accordance with H&S legislation and AP policy.

### ii. Equality and Diversity

Alexandra Palace is committed to the fair treatment of all our staff. We are committed to giving equal access to recruitment and selection, promotion and career development, training, pay and benefits.

We will provide reasonable support to disabled applicants throughout the recruitment process. If you feel that you need any additional support or reasonable adjustments to take part in the interview process, please contact the HR team

### iii. Safeguarding

Demonstrate commitment to safeguarding of children, young people, and adults at risk.

### iv. GDPR

To handle personal data in accordance with the organisation's data protection policy and to record all processing activities in the organisation's data register where appropriate.

### v. Sustainability

We are committed to a Sustainability strategy and policy, working towards finding new, innovative, and economical ways to stay green

## VALUES AND BEHAVIOURS

1. We are Collaborative
2. We are Bold
3. We are Open and Genuine
4. We are Passionate and Fun
5. We are Resourceful

### The Core Competency Framework

Each competency has an overall description. It is then broken down by level into “We will” and “We won’t” indicators. This role is a level 1 (of 4) and therefore should be demonstrating behaviours at level 2.

#### 1. We are COLLABORATIVE

“We work as one team, sharing ideas, knowledge and insight to achieve our common purpose”

	We Will	We Won't
Level 2	<ul style="list-style-type: none"> <li>• Work with other teams to raise and solve issues</li> <li>• Hold regular meetings to gain team input</li> <li>• Be visibly available to my team</li> <li>• Book weekly catch ups with other teams</li> <li>• Think and act as one organisation</li> <li>• Pro-actively talk to others rather than sending emails</li> </ul>	<ul style="list-style-type: none"> <li>• Encourage silos or working in isolation</li> <li>• Think our work is more important than that of other teams</li> <li>• Make decisions without consulting other teams that may be impacted</li> </ul>

#### 2. We are BOLD

“We are bold and we embrace change – we constantly look for new opportunities and innovative ways of doing things”

	We Will	We Won't
Level 2	<ul style="list-style-type: none"> <li>• Try new ideas and think outside the box</li> <li>• Look for possibilities and opportunities everywhere – taking time to think creatively</li> <li>• Have faith in my ideas and find my voice</li> <li>• Encourage the ideas of others more often</li> <li>• Utilise the experience of the whole team</li> <li>• Strive to improve the customer experience</li> <li>• Encourage others to see mistakes as learning</li> </ul>	<ul style="list-style-type: none"> <li>• Say “I can do better” but then do nothing</li> <li>• Accept something just because it is the way it's always been done</li> <li>• Shut down ideas without thinking about the pros and cons</li> <li>• Resist change because it is too challenging</li> <li>• Think “I can't do it”</li> <li>• Say “No” but not explain why</li> </ul>

#### 3. We are OPEN AND GENUINE

“We are inclusive and diverse - welcoming all through our doors. We are genuine - we do what we say we will and do it in a way that is in line with our values.”

	We Will	We Won't

<b>Level 2</b>	<ul style="list-style-type: none"> <li>• Get to know my team members</li> <li>• Be human – show empathy and care for others</li> <li>• Thank people and make them feel good</li> <li>• Accept all - embrace different points of view</li> <li>• Confront difficult situations with openness, sensitivity, care and empathy</li> <li>• Pro-actively address exclusion and discrimination</li> </ul>	<ul style="list-style-type: none"> <li>• Exclude people because I find them difficult or challenging</li> <li>• Ignore or belittle the ideas or thoughts of others</li> <li>• Allow our own view to prevail not taking into account differences of opinion or approach</li> <li>• Tolerate exclusion or discrimination</li> <li>• Delegate to the same people as they always say “Yes” and avoid delegating to others</li> </ul>
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**4. We are PASSIONATE & FUN**

“Our job is to put smiles on people’s faces, by being engaged and passionate about all that we do. We deliver our purpose with fun and enjoyment”

	<b>We Will</b>	<b>We Won’t</b>
<b>Level 2</b>	<ul style="list-style-type: none"> <li>• Act as a role model for others by demonstrating passion for my job and energy every day</li> <li>• Go the extra mile – setting an example for the team</li> <li>• Make time to celebrate success</li> <li>• Inspire, develop and build my team</li> <li>• Focus on delivering quality for myself and my team</li> <li>• Create a culture of fun so that we can all enjoy what we do</li> </ul>	<ul style="list-style-type: none"> <li>• Act negatively - moaning and criticising</li> <li>• Forget to celebrate</li> <li>• Just do the minimum to get by</li> <li>• Accept negativity or inappropriate behaviours in our teams</li> </ul>

**5. We are RESOURCEFUL**

“We use what we have creatively to get the best results possible, solving problems and overcoming difficulties”

	<b>We Will</b>	<b>We Won’t</b>
<b>Level 2</b>	<ul style="list-style-type: none"> <li>• Bring solutions not just problems and complaints</li> <li>• Take a “see it and own it” approach</li> <li>• Make smart use of our resources</li> <li>• Actively look outside for new ideas and research</li> <li>• Attend and encourage others to attend training and conferences and bring back new ideas</li> <li>• Understand what generates profit</li> <li>• Free up budgets to spend where most needed</li> <li>• Empower and coach my team to come up with their own solutions</li> <li>• Make use of people’s skills from outside of work as well as at work</li> </ul>	<ul style="list-style-type: none"> <li>• Use resources just because we have them</li> <li>• Say “no” just because of lack of resource</li> <li>• Just go for quick wins because they are easy</li> <li>• Allow wastage in our work areas</li> <li>• Take on too much at once</li> <li>• Create a stressful environment for myself or those around me</li> </ul>