

A large, festive event space, possibly a ballroom or a large hall, is shown. The ceiling is covered in a dense grid of small, bright blue lights. The floor is dark, and the walls are also dark. Several round tables are set up, each with a white tablecloth and a red napkin. The tables are decorated with colorful balloons (red, yellow, green, blue) and feathered decorations. The lighting is a mix of blue and red, creating a vibrant atmosphere. The text "EVENT MANAGER" and "INFORMATION PACK FOR APPLICANTS" is overlaid on the left side of the image.

# **EVENT MANAGER**

## **INFORMATION PACK FOR APPLICANTS**



# ABOUT UVB

Unique Venues Birmingham was born to exploit and maximise the potential commercial opportunities offered by the combined conference and hospitality event spaces of both Birmingham Rep and the Library of Birmingham.

All profits made through UVB are reinvested back to The Rep so that they can keep on producing world class theatre and into the Library of Birmingham which supports the delivery of public services and the sustainability of one of the city's key cultural assets.





The **Event Manager** works across the Conference, Banqueting & Events programme with a significant focus on Hospitality and Operations.

They are the core of the UVB Event delivery operation and the main point of contact for all clients. They oversee all events ensuring that all operations run smoothly and the food and hospitality service is of a high quality.

They are responsible for ensuring the delivery of every agreed aspect of an event whilst ensuring all clients are welcomed and supported during their visit to any of our Unique Venues.

## ABOUT THE ROLE

## THE AIM OF THE JOB IS:

- To provide excellent customer service to customers and visitors to any Unique Venue
- To represent UVB as a front facing first contact for all clients and delegates
- To deliver events of a high quality and standard in a timely and efficient manner
- To be an essential contributor to the planning and organising of all events
- To liaise with staff and supplies to ensure all relevant resources for all events are sourced and maintained
- To manage a team of Event Assistants ensuring all events are appropriately staffed
- To be a mentor and example to all Events Assistants ensuring standards in conduct and event delivery are always met
- To be familiar and diligent with the details of upcoming events and prepare adequately for their delivery.
- To provide a clean, tidy and welcoming environment for customers, visitors and staff



## ABOUT THE ROLE



# WHO WE ARE



## MISSION

Unique Venues Birmingham (UVB) exists to explore mutually advantageous commercial opportunities, offered by the combined conference and hospitality event spaces of both The Rep and The Library of Birmingham, whilst respecting the core purposes of the buildings. All profits made by UVB are covenanted back to The Rep and The Library of Birmingham.

## OUR VISION

Our ambition is to deliver uniqueness across our two iconic venues through our exceptional and personalised service, exceeding expectations and inspiring a connection to our unique brand in the experience we provide.

# OUR VALUES

**Put People First** – Take care of employees and they will take care of our customers

**Pursue Excellence** – Our dedication to the customer shows in everything we do. We are innovative and utilise best practices to continually improve our management techniques, and the quality of our products and services

**Diversity** – We respect the objectives of our stakeholders through the social and ethical values of two civic institutions, the values of our guests, and the cultural difference in the locations that we operate

**Act with Integrity** – How we do business is as important as the business we do. We are trusted and true to our word, creating straightforward interactions with our owners, guests and colleagues

**Teamwork and Passion** – We act at all times as Ambassadors for UVB, bringing our individual expertise, creativity and passion for our industry as a UVB member, which sets us apart from our competitors

**Sustainability** – We respect the environment and work with our partners to minimise the impact on the climate across all aspects of our business, follow government guidance and seek support through sustainable accreditations, to complement the CSR policies of our clients



# 2021 ACHIEVEMENTS

Best Hospitality Venue, West Midlands – *LUXlife Magazine Global Hospitality Awards*

Excellence in Customer Service – *Birmingham Chamber of Commerce*  
Midlands Enterprise Award – *SME News*



#GBCCAWARDS21

**EXCELLENCE IN CUSTOMER SERVICE WINNER**



UNIQUE VENUES BIRMINGHAM

SPONSORED BY





# PERSON SPECIFICATION

## ESSENTIAL

- Positive and helpful attitude.
- Broad availability and flexible working hours
- Flexibility, dedication and commitment.
- Willingness to learn new skills and activities.
- Ability to work and contribute as a member of a team.
- Excellent communication and interpersonal skills.
- Works well under pressure and to deadlines.
- Understands the importance of good internal and external customer relations.
- An excellent eye for detail and a commitment to excellence.
- High dress & appearance standards and excellent time keeping.
- Reliable and takes a positive and enthusiastic approach to work.
- Ability to work weekends and evenings and unsociable hours.
- Great leadership qualities
- Great time management and an ability to delegate during busy periods
- A proven track record for successful and complicated planning procedures
- Excellent customer service skills
- Experience in Event Management or F&B management
- Experience in a customer focused environment.
- Experience of managing a team

If you do not demonstrate that you meet this criteria you may not be shortlisted.

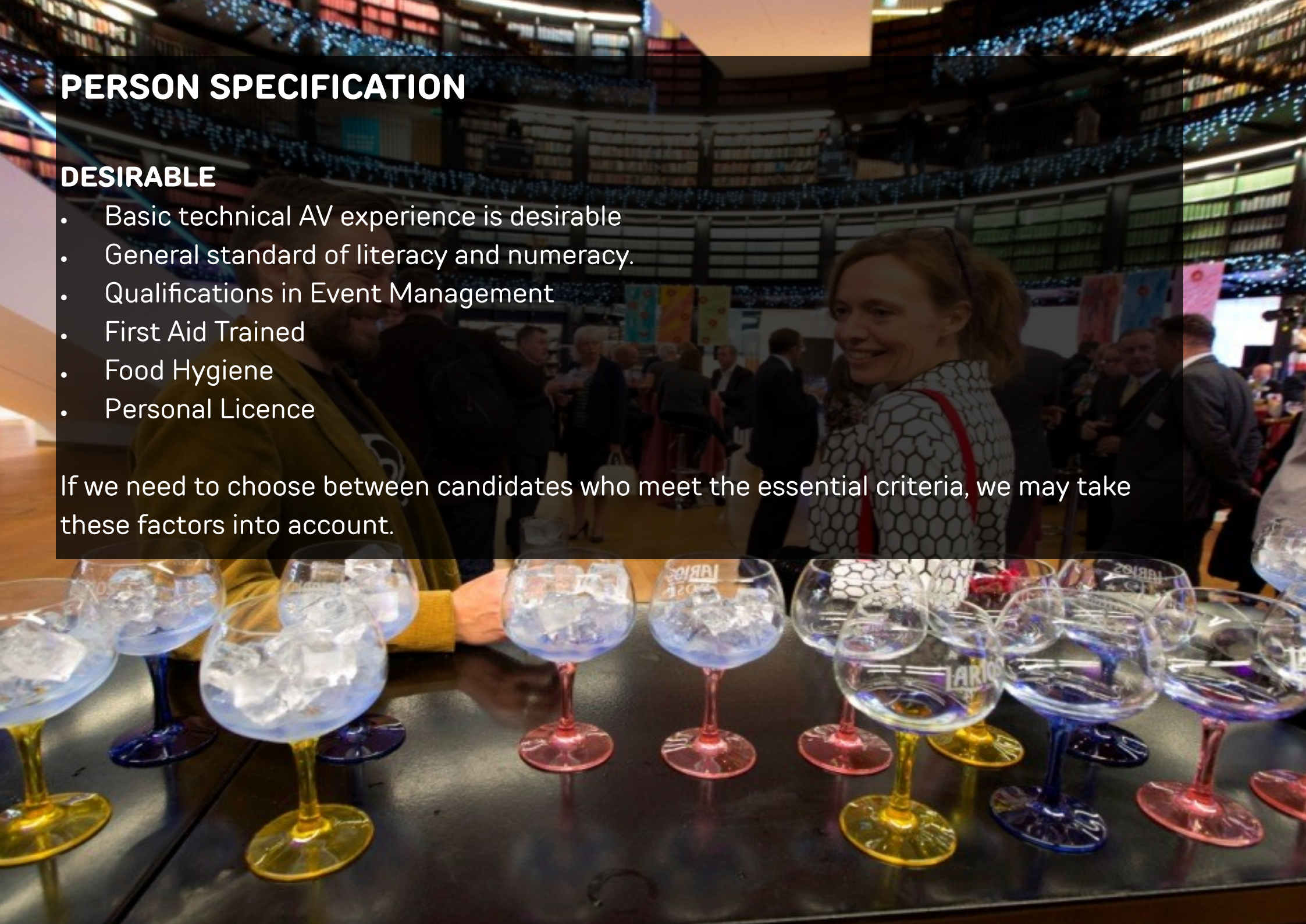


# PERSON SPECIFICATION

## DESIRABLE

- Basic technical AV experience is desirable
- General standard of literacy and numeracy.
- Qualifications in Event Management
- First Aid Trained
- Food Hygiene
- Personal Licence

If we need to choose between candidates who meet the essential criteria, we may take these factors into account.





# THERE'S NO SUCH THING AS PERFECTION...

At UVB we don't expect or look for the 'perfect candidate', instead we look for people who can positively contribute to our team. In return you will be given support, encouragement and all the right conditions to grow, succeed and be your best. We are committed to creating an inclusive workplace where difference is a strength and every unique voice and skill is recognised and valued.

We guarantee to interview anyone from these under-represented groups whose application meets the minimum criteria for the post. By 'minimum criteria' we mean that you must provide us with evidence in your application form which demonstrates that you generally meet the level of competence required for each competence (or could with reasonable support), as well as meeting any of the qualifications, skills or experience defined as essential in the person specification.

It's important to us that UVB reflects the communities we serve and therefore we particularly welcome applicants from the global majority and D/deaf & disabled communities as these groups are not as well represented as we want them to be. We want our theatre to be culturally informed and accessible to all, so we encourage you to celebrate and share your own cultural experience and knowledge of our city proudly in your application.



# YOUR UVB

For us, recruitment is more than a match against a job description, it's about feeling excited to come to work every day and being proud of who you work with and for. We believe UVB is for everyone, so however you identify, whatever your background, if you feel excited about this role then we urge you to please apply.

We accept alternative forms of application such as audio or video. Please view the job description and application form on our website and provide up to 5 minutes of content as your supporting statement.



Photo by Ross Jukes

**To discuss any reasonable adjustments or access considerations to allow you to participate fully in an interview, please send us an email to [RepTalent@birmingham-rep.co.uk](mailto:RepTalent@birmingham-rep.co.uk)**





# TERMS & CONDITIONS

**Pay:** £23,322 per annum

**Hours:** 39 hours per week, consisting of 39 hours of paid work plus 5 hours of unpaid breaks. Evening and weekend work will be required. This is an annualised contract, subject to successful completion of a probationary period of three months.

## **Holidays**

20 days per year plus public holidays/25 days, plus bank holidays  
The holiday year runs from 1 September to 31 August each year.

## **Notice period**

The notice period will be 8 weeks



## **FLEXIBLE WORKING**

We know flexibility is everything and we foster a working environment which is focused on outcomes. For this role you will be required to work specific hours and be present in the building to help with the running of performances. We actively encourage applications for job shares and will make every effort to accommodate these requests.

## **NON-CONTRACTUAL BENEFITS**

- Free-to-use employee assistance service
- Staff ticket discount
- Staff discount in The Rep food and drink outlets (when available)

## **SAFEGUARDING**

UVB is committed to safeguarding, and operates an environment where all staff are expected to report any concerns about vulnerable people, or about the behaviour or practice of colleagues and other people they come into contact with.





# WHAT OUR CLIENTS SAY

"I have no hesitation in recommending a package of services from UVB, who demonstrated an outstanding level of service. The consideration of needs and determination to deliver what is desired is very impressive and their backstage team offer an outstanding level of technical support to enable a particular vision to be realised."

CBCEW

"Sam was absolutely fantastic as a point of contact and ops manager on the day. Wonderful customer focused approach – every effort was made to ensure our expectations were met. I know countless people were involved but special mentions for the Event Managers who were absolutely fantastic and such a rock in ensuring everything was beautifully smooth-running front of house."

British Amateur Gymnastics Association

"A huge thank you to you and your team for such a fantastic event last night, from beginning to end it was faultless and your staff were brilliant. The room looked beautiful and certainly had the 'wow' factor. The lighting was stunning, food great, we could not have asked for anything more, you really did make it amazing for us. Thank you again for everything and for making our department thank you event one to truly remember. You have been a superstar and the feedback flooding in this morning from our guests has been overwhelming!"

HSBC

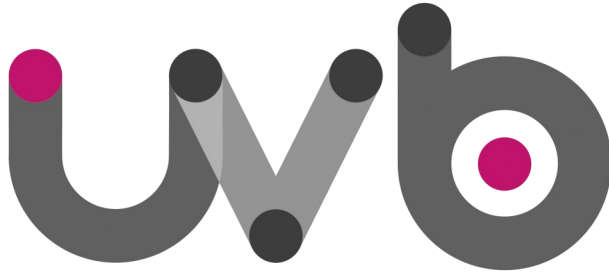
"I wanted to say a massive thank you to all of you for your work on the event – not just last week but in the months and months of planning, late night emails and countless site visits. You have all been lovely to work with and the client is so thrilled with how seamlessly the event went so thank you all so much for your enthusiasm, patience and organisation."

Out There Events, on behalf of Senior Women in Police

"The House was perfect for our event and the UVB staff were excellent throughout the process, from the pre-planning to the event day itself. I personally would like to thank Sam, Kirstie and AJ for all their hard work and their amazing service. If we decide to hold this event again, we'll definitely be back to UVB!"

ACE Group





Unique Venues Birmingham



## THAT'S EVERYTHING FROM US, NOW WE'D LOVE TO HEAR FROM YOU

Go to [birmingham-rep.co.uk/about-us/jobs-vacancies/](https://birmingham-rep.co.uk/about-us/jobs-vacancies/) to view the full job description and apply.

Click '[Apply Here](#)' to be redirected to our application portal and then follow the instructions to enter your details and upload your CV.

### QUESTIONS?

Please contact [RepTalent@birmingham-rep.co.uk](mailto:RepTalent@birmingham-rep.co.uk) and a member of the People Team will be happy to answer any questions.

### DIVERSITY MONITORING

Our ultimate aim is to have diversity of all kinds in every layer of the organisation and to help us keep track of our progress, we kindly ask you to answer Equality and Diversity questions alongside your application. Your responses will not be shared with the recruiting managers.