



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Business and Events Manager, Facilities Directorate



Salary: Grade 5 (£23,067 – £26,715 p.a.)

Reference: FDCCS1265

Closing date: 29 September 2019

Interview Date: 10 October 2019

Business and Events Manager Sport and Physical Activity, Facilities Directorate

Are you a highly organised administrator with experience in developing opportunities for increasing income? Do you have experience of booking, facilitating and supporting events? Do you have a keen interest in sport and physical activity?

Based in the Sport & Physical Activity main office at The Edge, you and your team will provide a central point of contact for customers for all facility sales enquiries and bookings for campus facilities.

You will maintain records to enable ongoing appraisal of efficiency and effectiveness of the facility functions. You will liaise with booking contacts about non-availability, cancellations, key access, refreshments etc, and coordinate and oversee the management and delivery of one-off events across the facilities. You will pro-actively seek new income generating business for Sport and Physical Activity.

Typical working hours are 9am to 5pm, Monday to Friday, but there will be some flexibility required to enable you to undertake your duties, specifically to support events held on evenings and weekends, bank holidays and University closed days.

What does the role entail?

As the Business and Events Manager your main duties will include:

- Working closely with internal and external agencies to respond to and develop opportunities for income generation, and to pro-actively seek new income generating business for both indoor and outdoor facilities;
- Responsibility for the end-to-end booking process for all facilities;
- Maintaining records to enable ongoing appraisal of efficiency and effectiveness of the facility functions, including managing the payment/ invoicing process;
- Supervising the bookings administration team to ensure that it provides a professional service and exceptional customer care to our customers;
- Assisting in the negotiation and management of contracts and agreements with customers to utilise the facilities;
- Overseeing the management and delivery of one-off events across the facilities for students, staff and external groups;
- Working with the Student Union representatives in the delivery of a termly timetable for training and fixtures;



- Working with the Sports Development team to facilitate delivery of their programmes;
- Liaising with teams across the service to ensure successful delivery of facilities/events/fixtures, including advising on associated staffing needs;
- To work within and ensure adherence to the University and Sport & Physical Activity Health & Safety and Equality & Diversity policies, taking personal responsibility to ensure health and safety documentation is in place for bookings;

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

What will you bring to the role?

As the Business and Events Manager you will have:

- Proven experience of sales, bookings and event management;
- Excellent organisational skills, with the ability to prioritise and plan work accordingly despite conflicting demands;
- Experience of financial processes, including cash handling and invoicing;
- A high level of accuracy and attention to detail;
- Experience of working in a customer focussed environment, demonstrating a commitment to continuous service improvements;
- Computer literate, with experience of computer based booking systems;
- Excellent numeracy and literacy skills;
- Proven administrative and clerical experience;
- Ability to demonstrate behaviours in line with the values of Commercial Services and the University.

You may also have:

- An enthusiasm for sport and physical activity;
- A working knowledge of higher education;
- Experience of managing and/or significant experience of supporting projects;
- A qualification in sport or events management.

How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised [closing date](#).



Contact information

To explore the post further or for any queries you may have, please contact:

Mike Potter, Assistant Operations Manager (Fitness)

Tel: +44 (0)113 343 30680

Email: m.d.potter@leeds.ac.uk

Additional information

For more information about Sport and Physical Activity visit <https://sport.leeds.ac.uk/>

Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at disclosure@leeds.ac.uk.

Criminal record information

Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

