

JOB DESCRIPTION AND PERSON SPECIFICATION:

EVENTS LEAD



Job description

Role:	Events Lead
Grade:	Grade A - £26,978 to £29,663
Full/Part time:	Full time
Contract term:	Permanent
Responsible to:	Business Development Manager
Responsible for:	Student staff (shared across Event Leads)
Hours:	37 hours per week including regular evening and weekend work in line with business needs.
Location:	The Union, Manchester
Eligibility:	Open to applicants with relevant skills and experience who are eligible to work in the UK
Benefits:	We offer staff many benefits, including: <ul style="list-style-type: none">+ 26 days annual leave plus at least six discretionary days (four at Christmas and two at Easter) and bank holidays+ Employer pension contribution matched up to 6%+ We support a hybrid working in line with business needs+ Supportive, needs-based compassionate and other leave+ Supportive maternity, parental, adoption and partner's leave+ Cover the cost of your eye test and £100 towards new glasses+ An employee assistance programme to support your wellbeing+ Plenty of opportunities for learning and development+ Access to student discounts online and in the city

Purpose of the role

Working alongside other Events Lead's, you will focus on our Commercial Event Operations. You will play a key role in delivering high-quality events that support The Union's commercial growth and reputation.

The role is responsible for the operational planning and delivery of Union-run commercial events and externally booked events, ensuring activity is well-coordinated, safely delivered and professionally managed. Working closely with promoters, the commercial operations team, Business Development, Marketing and AV colleagues, the postholder ensures events run smoothly from confirmation through to live delivery.

Acting as the primary delivery contact for external clients, the role ensures clear communication and effective transition from booking and client liaison into delivery. Through strong operational oversight, collaborative working and real-time problem-solving, the role supports positive student and customer experiences while contributing to income generation and protecting The Union's reputation.

Principal duties

Role specific:

- + Lead the operational planning and delivery of Union-run commercial events, working in collaboration with promoters and the Commercial Operations team to deliver high-quality, engaging, and commercially effective student-facing activity. Ensure all events are thoroughly planned, appropriately resourced, and aligned with strategic objectives.
- + Take full accountability for the end-to-end delivery of external events, from initial confirmation through to successful completion. Partner closely with the Business Development Specialist to ensure a seamless transition from booking into execution, then lead all operational planning and on-the-day delivery to ensure events are executed efficiently, meet objectives, and maintain a high standard throughout.
- + Oversee hospitality delivery within Union-run commercial events, applying appropriate hospitality knowledge and working with the commercial operations team to ensure safe delivery and a positive customer experience.
- + Coordinate, brief, and support student event staff during delivery periods, setting clear expectations for performance and conduct. Provide structured briefings, effective task allocation, and visible on-the-day leadership to ensure smooth event execution.
- + Develop detailed event plans including schedules, staffing, logistics and risk assessments.
- + Coordinate internal teams, suppliers and AV colleagues to ensure seamless delivery.
- + Oversee live event operations, problem-solving in real time to ensure client satisfaction.
- + Accountable for the management and upkeep of all conferencing equipment, along with overseeing stock ordering to ensure sufficient supplies are consistently available.
- + Support commercial promotion activity in collaboration with Business Development and Marketing teams.
- + Lead operational delivery for Union Teaching Awards and support other flagship events when required.

Organisational stewardship and leadership:

- + Participate in team planning days
- + Ensure compliance with health & safety, licensing and operational regulations.
- + Raising purchase and sales orders as instructed by budget holders, ensuring all financial paperwork is passed to the finance team and role is performed in line with union finance regulations.
- + Contribute to continuous improvement of commercial event processes.
- + Perform duties in line with The Union's policy and procedure framework
- + Contribute to maintaining communal areas and team stores
- + Support peak delivery periods and cross-team activity as required.

The duties described above are not an exhaustive list, but are intended as being illustrative of the level and type of work required. The Job Description may be subject to amendment from time to time after discussion with the post holder. This job description does not constitute part of the contract of employment.

Person specification

Criteria	Essential or desirable
Qualifications	
We accept candidates from any educational background	Essential
Events, hospitality or operations qualification	Desirable
Experience	
Experience delivering commercial, corporate or externally booked events	Essential
Experience applying hospitality knowledge in an event or customer-facing environment, supporting safe, well-managed and high-quality delivery.	Essential
Experience coordinating suppliers and operational teams	Essential
Experience recruiting, training and supervising staff.	Desirable
Knowledge and skills	
Strong operational and logistical planning skills	Essential
Understanding of health & safety, licensing and live event risk	Essential
Confident client communication and expectation management	Essential
Ability to deliver simultaneously across multiple events	Essential
Working knowledge of budget control and contract delivery	Desirable
Personal attributes	
A collaborator who can work as part of a team and with a wide variety of staff, students, and stakeholders.	Essential
Proactive and self-motivated with the ability to work independently and take initiative.	Essential
Professional, reliable and delivery-focused	Essential
Calm under pressure during live event delivery	Essential

Values and ethics

Understanding of and commitment to the principles of equity, inclusion and diversity, and [The Union's values](#).

Essential