



Recruitment pack – Event Operations Manager

Rooting for people, plants & place

Welcome to the Palm House

We are delighted that you are considering applying for a role with Sefton Park Palm House Preservation Trust. We are a charity that is responsible for the management and operation of Liverpool's much loved and iconic Palm House in Liverpool's Sefton Park. We work with our key partner Liverpool City Council, the owner of the building, to maintain and look after the beautiful building and plants from Liverpool's Botanic Collection.

Our organisational values are collaborative, community, inclusive, quality and sustainable.

These values guide our work as a team and with our visitors, communities and clients alongside our mission statement of "rooting for people, plants and place".

Our key strategic aims are to:

- Improve the wellbeing of local residents
- Build understanding of the value of plants
- Provide opportunities for education & skills development
- Support pride in place
- Include and be representative of local diverse communities
- Sustain and diversify income.

Alongside our community and public programmes, the Trust raises its own income through private hires, a cafe and kiosk offer, donations and grants. All the income we raise funds the Trust's activities.

We hope you will find the information in this pack useful, but if you need any other information about the role then please don't hesitate to contact kate.johnson@palmhouse.org.uk.

We look forward to receiving your application.

Best wishes,

Kate Johnson

CEO



Event Operations Manager (fixed term until 31 March 2027)

Sefton Park Palm House, Liverpool, L17 1AP

£33,120 pro rata (£26,496)

30 Hours per week

Job purpose

The Event Operations Manager is a key management role at Sefton Park Palm House Preservation Trust (SPPHPT). Reporting to the Head of Commercial Income, the role is responsible for the effective delivery of commercial events. This includes planning and delivering events including, weddings, corporate events such as award ceremonies, music performances and other commercial events.

The shift patterns for this role may vary depending on operational requirements and are based on a 7 day a week operation. However, due to the Palm House opening hours structure, shifts will predominantly be from Tuesday to Saturday and will involve evening and weekend work.

Operational

You will:

- Manage the operational delivery of all commercial activities, including weddings, functions, events, filming and photography.
- Collaborate with the Head of Commercial Income and Café and Bar Manager to agree staffing schedules and arrangements for the above.
- Collaborate with the Head of Commercial Income to ensure timely communication and event planning with clients, caterers and suppliers as necessary.
- Collaborate with the Café and Bar Manager to deliver food and beverage requirements for events.
- Lead on the production of event plans and circulate to relevant colleagues and third parties
- Act as the senior operational lead during live events, troubleshooting issues and ensuring smooth delivery.
- Plan and oversee security provision for commercial events.
- Manage on site the activities of all relevant staff, contractors and suppliers as required, including caterers.

Finance

You will:

- Support budget management related to staffing and operational costs.
- Approve timesheets and manage staffing expenditure in line with event margins.
- Plan other commercial events to generate new income collaborating with colleagues and external partners as appropriate.

Leadership & Management

You will:

- Recruit, train and manage the event delivery team including the Commercial Events Supervisor and Porter team.
- Ensure compliance with health & safety regulations, licensing requirements, and venue policies.
- Foster a positive, professional, and collaborative working environment.
- Support recruitment, onboarding, and training of event staff.

Health & Safety

You will:

- Ensure compliance with health & safety regulations, licensing requirements, and venue policies
- Lead on ensuring the Palm House is compliant with licensing legislation, including acting as designated Premises Supervisor.
- Ensure First Aid provision during commercial events and at other times as required.
- Act as Lead Fire Marshall during commercial event delivery and at other times as required.

Duty Management Responsibilities

During times when you are the assigned duty manager you will:

- Ensure opening and closing procedures for the Palm House are carried out ensuring the venue is safe, clean, presentable and welcoming for visitors.
- Act as lead fire marshal or lead contact in a fire evacuation or other emergency, liaising with internal colleagues and emergency services
- Manage any building issues during the day including liaising with external contractors as appropriate.
- Ensure health and safety risk assessments are followed and manage any health and safety incidents or near misses and ensure accurate recording and reporting through agreed processes.

- Lead and coordinate the response in an emergency such as a fire evacuation or medical emergency.
- Take the lead in resolving visitor or client complaints during the day.
- Act as a point of contact for the front of house teams (including where you do not have direct line management)
- Ensure food safety protocols are followed by the food and beverage team and ensure cash handling procedures are followed.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessary in line with the overall objectives of the organisation.

Person Specification

Experience

- A demonstrable track record in a diverse range of event delivery within a hospitality or event business environment
- Experience of planning and delivering weddings and corporate events such as award ceremonies
- Experience of planning and delivering event catering
- Experience in managing front of house and operational teams
- Experience of managing and overseeing licensing requirements

Knowledge and skills

- Strong interpersonal skills with the ability to resolve conflict positively and with confidence
- Positive approach to problem solving and resolving challenges
- Strong leadership skills with the ability to motivate and manage teams under pressure.
- Excellent organisational and time-management skills.
- Strong communication skills
- Scheduling and rota management
- Ability to use initiative whilst adhering to Palm House procedures.
- Ability to manage contractors and third parties operating on site.
- Knowledge and understanding of legislation in relation to food safety and licensing.
- Flexible approach to working evenings, weekends, and public holidays.
- Personal license (or willing to obtain)
- Commitment to Equity, Diversity, Inclusion and Belonging
- Alignment to the Palm House values.

How to apply

Please submit your CV and covering letter to colette.roberts@palmhouse.org.uk.

PLEASE NOTE:

The recruitment for this role is conducted by Hesketh James Ltd. By applying, you confirm that you are happy for your details to be forwarded to Hesketh James Ltd for legitimate job-finding purposes only.