

Role: Operations Executive

Term: 9-month fixed term contract with potential to extend.
Location: Combined remote working, office based and on-site working at event venues. Office located in North County Dublin
Remuneration: Commensurate with experience
Applications to: louise.mcloughlin@eventhaus.ie by 30th of April 2021

Overview:

A new and exciting opportunity has arisen within our Company. We are passionate about running events whether large or small, business or consumer based in Ireland or further afield and wish to hire an Operations Executive for an initial 9-month contract. The successful candidate will work across our full exhibition and event portfolio in Ireland and abroad in this operations role. If you are passionate about events and feel you have what it takes to work with this dynamic and growing company, we would like to hear from you.

The core role for the Operations Executive will focus on operations at our exhibitions within corporate and consumer markets. The key tasks for the role include but are not limited to the list of duties and responsibilities outlined below.

List of Duties/Responsibilities:

- Working within the Operations Team to deliver our portfolio of onsite, live, online and hybrid events.
- Researching potential venues for events and accommodation providers
- Organising internal team meetings and external client/contractor meetings
- Maintaining client relationships and managing client expectations and deliverables.
- Booking event venues, meeting venues, meeting rooms
- Liaising with venues on event details for move in, event and strip out
- Organising pre-show materials for onsite at events
- Onsite management of Organisers Office at events
- Developing and issuing Health & Safety manuals for onsite events
- Developing, issuing and implementing a COVID-Compliance Plan for onsite events
- Working closely with sales team on exhibitor relationships and agreements
- Sponsorship management and ensuring onsite sponsor deliverables are met.
- Working closely with marketing team on marketing opportunities for exhibitors and supplying information for this
- Working closely with accounts team on exhibitor payments and details
- Management of online membership association administration, social media, website updates, client management, virtual meetings, online events.
- Management of show budgets and tracking costs for all event expenses.
- Working with the accounts team on payment of supplier invoices for contractors
- Floorplan management between sales team and operations team
- Final floorplan development with contactors
- Working with clients, contractors, marketing team, & sales team to develop show features.

- Negotiating contractor costs and quotes
- Managing and developing registration/ticketing systems
- Booking & managing onsite third-party contractors such as security, first aid, temporary staff, promotional staff and volunteers
- Providing staff briefings before events
- Assisting in the development of staff timetables for events
- Working with colleagues on the implementation of GDPR across all company activities
- Responsibility for and supervision of junior staff member in ensuring that the following exhibitor participation tasks are completed in a timely manner and to a high standard:
 - Answering Exhibitor queries by phone & email
 - Processing Exhibitor bookings
 - Creating and updating event documents such as exhibitor manuals, masterlists, exhibitor listings, booking forms, speaker agreements, etc.
 - Sending welcome pack and booking email to Exhibitors including exhibitor's manual & formstack links
 - Managing and updating the floorplans for each show
 - Updating event websites with exhibitor information as submitted
 - Gathering any additional promotional material from Exhibitors as requested
 - Liaising with contractors on Exhibitor updates
 - Scheduling reminder emails to exhibitors in the run up to events regarding the exhibitor's manual, formstack submissions, complimentary tickets, exhibitor badge registration, etc.

PERSONAL REQUIREMENTS

The ideal candidate will:-

- Be Educated to degree level.
- Have the ability to build a natural rapport with people.
- Previous experience in client facing roles and managing client expectations and deliverables.
- Be a team player who is enthusiastic, bright and has a can-do attitude.
- Have operations experience in events or exhibitions.
- Have the ability to think on their feet and apply problem solving abilities in a complex and dynamic environment.
- Have the confidence to deal with contractors and exhibitors in a professional and efficient manner.
- Be proficient in Microsoft Word, Excel, PowerPoint, & Outlook
- Experience in other online software would be beneficial such as GoToMeeting, GoToWebinar, Zoom, Google Drive, Google Sheets, Google Docs, YouTube, Mailchimp, Survey Monkey, Formstack.
- Experience in social media management
- Previous experience in running or hosting virtual events would be beneficial.