Job Title:	**Events Manager**
Grade:	**4a**
Location:	**Longleat**
Department:	**Operations**
Reports to:	**Visitor Operations Manager**

Job Summary

To lead the detailed planning, coordination and operational delivery of Longleat's agreed events programme, translating approved concepts and objectives into deliverable event plans, schedules, resource requirements and Event Management Plans. The role is accountable for successful event planning and execution within the budgets, priorities, resources and delivery framework agreed by the Visitor Operations Manager, ensuring safe, efficient delivery and memorable guest experiences. The Events Manager will line manage Events Coordinators and coordinate internal departments and external suppliers, while overall seasonal programme accountability and wider park operational ownership remain with the Visitor Operations Manager.

Key Responsibilities

1. Lead the detailed planning, coordination and operational delivery of the agreed seasonal events programme, acting as the operational lead contact for assigned in-park events and event products.
2. Translate approved event concepts and objectives into detailed delivery plans, project timelines, line schedules, milestones and resource requirements, working closely with Marketing and the relevant operational teams.
3. Help develop the annual seasonal events programme by setting out delivery needs and options for the Visitor Operations Manager's approval. Plan within agreed priorities; the role does not set events strategy.
4. Support commercial projects connected with event delivery, as assigned by the Visitor Operations Manager, to achieve agreed goals and deadlines.
5. Create, maintain and review Event Management Plans (EMPs), including event-specific emergency arrangements, within the park's agreed safety, emergency response and business continuity framework.
6. Coordinate Operations, F&B, Commercial Sales, Marketing, Maintenance and other stakeholders, maintaining regular planning meetings, clear actions and the departmental approvals required for event delivery.
7. Specify event staffing, equipment and other resource requirements and agree their allocation with the Visitor Operations Manager and relevant department leads. Escalate competing demands or clashes with Attractions & Railway, Park Services, House Tours and wider park operations.

8. Manage delegated event budgets, monitor expenditure and forecasts, identify efficiencies and report variances. Obtain approval before committing expenditure or resources beyond agreed authority.
9. Manage suppliers and contractors for assigned events, negotiating delivery requirements and commercial terms within delegated authority, securing required approvals and monitoring compliance with agreed contracts and terms.
10. Coordinate with Maintenance on agreed event build requirements, milestones and handover arrangements.
11. Ensure event plans and delivery comply with agreed Health & Safety procedures, animal welfare requirements and brand standards. Obtain input and approval from the relevant specialists.
12. Identify and manage event-level risks within delegated authority, maintain clear actions and escalate material safety, resource, budget or delivery concerns promptly to the Visitor Operations Manager.
13. Lead event-specific readiness checks and briefings, confirming plans, staffing, supplier arrangements, equipment, departmental inputs and outstanding actions. Report readiness and unresolved issues to the Visitor Operations Manager.
14. Lead operational execution of assigned events within the approved plans, coordinating delivery teams and resolving event-level issues within delegated authority. Escalate changes that affect wider park operations, approved budgets or significant risk.
15. Work with Commercial Sales to deliver agreed corporate events, main calendar events, ground events, fun days and live shows, and with F&B to coordinate serviced corporate events.
16. Agree and implement effective handover to day-to-day Operations at the appropriate stage, providing clear operating instructions, briefings, responsibilities and escalation arrangements.
17. Agree event delivery objectives with the Visitor Operations Manager and review results against approved targets, budgets and guest service standards.
18. Lead post-event debriefs with relevant stakeholders, capture lessons learned and follow through agreed improvement actions. Provide event results, budget outcomes, risks and recommendations.
19. Line manage Events Coordinators, allocating work, setting clear expectations, supporting development and overseeing detailed event planning, administration and execution.
20. To act as a brand ambassador for Longleat ensuring that all work adheres to our brand guidelines/proposition and aligns with our vision of a Picture-Perfect site whilst performing the function required.
21. To provide a guest focused service at all times ensuring that all work is completed to the highest standards of the brand.
22. Represent the Company at all times by being smart in appearance and presentable whilst behaving in an appropriate manner in line with our cultural values.
23. Be accountable for their own development seeking out opportunities to learn new skills to continuously improve.
24. Work in a responsible and safe manner at all times adhering to Health & Safety, safe working practices and Company Policies and Procedures.

25. Participate in the Park Duty Manager rota as scheduled by the Visitor Operations Manager, operating within the agreed Duty Management procedures, authority and escalation arrangements.
26. Such other reasonable duties as and when required by your Line Manager.
27. *The above list of duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the role.*

The Ideal Candidate - Knowledge, Experience and Qualifications

Essential	**Desirable**
• Minimum of three years' commercial experience in managing and delivering events • Experience of managing event budgets, expenditure and forecasts within delegated limits. • Strong sense of customer service and demonstrates an understanding of the needs of customers, keeping them in mind when taking actions or making decisions. • Experience of preparing operational event plans, schedules and resource requirements, including Event Management Plans and event-specific emergency arrangements. • Experience of coordinating internal departments and managing suppliers or contractors to deliver events safely and within agreed requirements. • Experience of leading or supervising a team, allocating work and supporting colleague development. • Working knowledge of event Health & Safety, risk assessment and operational compliance, with the judgement to seek specialist advice and escalate significant issues.	• Degree in Business, event management, communications or related field. • Experience in Leisure / Attractions sector.

The Ideal Candidate – Key Competencies

Essential	**Desirable**

- Practical creativity in translating approved event concepts into deliverable guest experiences.
- Excellent planning, prioritising and organisational skills
- Strong interpersonal skills with proven ability to establish positive working relationships and influence at all levels.
- Sound operational judgement and problem-solving skills, with clear recognition of delegated authority and escalation requirements.
- Ability to coordinate multiple delivery dependencies under pressure while maintaining safe working practices and clear communication.