



## Job Description

<b>Post Title:</b>	Festive Events Manager
<b>Service:</b>	Assembly Hall Theatre
<b>Grade:</b>	5
<b>Responsible To:</b>	Operations Manager and Festive Events Operations Manager
<b>Responsible For:</b>	Deputy Managers x 2 and Multiple casual workers

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**Job Summary:** To be responsible for the successful and efficient running of the ice-rink event, including pre event organisation. sales, customer service, Health & Safety of the build and breakdown, H&S of casual workers and public during the day-to-day operation of the ice rink.

### Main Activities:

1. Manage the build and break down of the Ice Rink including being knowledgeable about CDM (Construction Design Management) regulations, building control stipulations, contractors risk assessments and method statements to ensure health and safety standards whilst ensuring the fabric of the park is protected, including reassuring the public and friends group that the park is protected.
2. Manage and interrogate budget lines to ensure value for money for both the Council and end user.
3. Collect, collate and evaluate Health and Safety paperwork from contractors and concessions in advance of the build. Organise build schedule.
4. Manage the decoration and lighting of the park and associated experiences to ensure a festive winter wonderland feel, including organising the purchase of trees and decorations as required and within budget.
5. Manage the team of up to thirty casual workers including skate marshals, box office and security personnel ensuring correct and cost efficient levels of staffing and excellent customer service. Manage the staffing budget in conjunction with tickets sales and adjust staffing accordingly.
6. Manage the ice pad by monitoring weather, chillers and resurfacing regularly therefore identifying any problems and rectifying them quickly to ensure no lost sessions and maximum income.
7. Maintain health and safety during the day to day running of the ice rink by ensuring that all check sheets and monitoring forms are filled in correctly and in a timely fashion including incidents and first aid reports.
8. Manage the safe arrival and departure of on-site concessions including managing the movement of vehicles on the park.
9. Maintain personal health and safety at all times by wearing the correct provided PPE.

10. Act as the Council's representative at all times when dealing with users of the park and ice rink, customers, friends groups, concession holders and contractors. Abide by the parks licencing conditions.
11. Maintain high levels of customer service amongst the ice rink staff.
12. To be aware of and exercise personal and corporate responsibilities under the Health and Safety at Work Act and other related matters.

**NB This job description is not intended to be an exhaustive list of all the tasks and responsibilities of the post. In line with Service needs, some tasks may need to change and any changes will be made in consultation with the postholder.**