

Event/Festival Operations Manager

Organisation:	OPS
Location:	Hackney, London / Hybrid
Hours:	FT/40hrs
Salary:	£30,000–33,000

About We Are O.P.S

Our team has been delivering Operations, People Management and Safety since we first got together over 20 years ago. Working alongside the Production Managers, Creative Designers and Account Managers at our sister agencies [The Fair](#) & [We Are Placemaking](#) to support the operational and safety planning of their incredible events.

We have seen the industry grow exponentially in our time and with it the need for strategically planned Operations, People Management and Safety. Our team has vast experience in planning the safe delivery and smooth logistics of festival sites, firework displays, public meeting consultations, multi-city light trail installations and sporting events. Whatever the challenge, we believe in making it happen.

OPS is part of the WeGroup, which includes sister agencies [We Are Placemaking](#) and [The Fair](#), both of which work closely with OPS.

Our services:

Operations: Licensing, Planning Permissions, Egress Planning, Security Planning, Traffic Planning, Emergency Planning, Noise Management, Event Control, Local Authority Liaison, Safety Advisory Group (SAG).

People: Account Management, Safety Consultancy, Sustainability Consultancy, Stakeholder Engagement Planning, Stakeholder Mapping, Community,

Engagement Strategy, Public Consultation, Accessibility and Inclusion Policy & Auditing.

Safety: Safety Management Plans, CDM Construction Phase Plan, Risk Assessments, Supplier/Trader Risk Auditing, Fire Safety, Food Hygiene, Crowd and Capacity Planning, On-Site Safety Advisors.

Working at OPS

At OPS, we strive to produce the best possible experiences for the people we work with. Our team's expertise, bravery and 'big-thinking' is integral to our approach, but it's our combination of ambition, creativity, fun and flair that really sets us apart.

Our team is our most valuable asset – we are a family, and we work hard to support each other's development. As a member of the family, you will be supported with regular Personal and Professional Development plans, team workshops and training, and access to the Future Learn training platform. We strive to grow and we want our team to grow with us.

Throughout the year the OPS team are required to work in the office and onsite. Whilst in the office OPS lead on Health & Safety and Operational planning for a diverse range of events, activations, community projects and festivals. Whilst onsite the team are part of the production crew; building, delivering and derigging live events.

Benefits:

- Hybrid working options
- Holiday pay (additional holiday with years served) + birthday off with pay
- Health Shield membership (to claim back medical expenses)
- Option to join company share scheme after 3 years' service
- Ongoing Personal and Professional Development
- Access to workshops, training and industry events
- Attendance at our portfolio of festivals and events

Job Specification

Reporting to: Jannath Rankou (Senior Operations Manager)

Role: Event Operations Manager

We are looking for an enthusiastic and driven applicant with a clear passion for Event Operations to join our in-house team. The role will suit an applicant who is

looking for a full-time permanent position and has at least two– three years' experience working in the live events industry with experience gained onsite at outdoor events and festivals.

The role is primarily based in Hoxton, London and has a good split of office and on-site work. There will be a requirement to work away from home regularly during the week and at weekends (occasionally abroad), particularly over the summer period from end of May – mid September. Due to the current situation regarding train travel and disruption, the candidate will ideally be based in London, avoiding the need to commute long distances.

Responsibilities:

- Leading on operational event planning, including but not limited to traffic management planning, security planning, ingress and egress planning.
- Assisting the Senior Operations Manager with advance OPS project work such as gathering quotes and Stakeholder Engagement
- Supporting the Senior Operations Manager with Event Sustainability admin and advance work
- Working closely with the Production Team at The Fair and Creative Producers at We Are Placemaking on operational planning for events.
- Write Event Safety Management Plans, Risk Assessments and associated appendices for a variety of events, festivals and public realm activations.
- Acting as the Operations Manager for events of up to 15,000 people.
- Liaising with multi-agency representatives from the SAG and Local Authority during planning phases to advance events through the SAG process and during the live event.
- To lead onsite Emergency Liaison Team (ELT) Meetings where required.
- Supporting with Premises Licence Applications
- Submitting other event licensing and permissions including Temporary Event Notice applications (TEN's) and Section 30 notifications.
- Oversee and manage supplier contracting including Preferred Supplier Agreements and reviewing supplier own T&C's.
- Manage company and individual event insurances including cancellation / hired equipment / PLI and advice to clients.
- Assisting with company OPS work such as updates to the company Event Calendar and Paperwork Tracker
- Support the OPS team Health & Safety Manager with Supplier Auditing where required
- Ability to draft presentations and contribute to new business pitches

Person Specification

Essential Requirements (Skills)

- Accurate timekeeping
- Ability to plan ahead
- Strong time management and organisational skills
- Ability to prioritise workload
- Ability to manage a diverse client portfolio
- Previous experience gained in the live events industry
- Confidence to work as an Event Operations Manager on-site at largescale outdoor events and festivals
- An awareness of Licensing legislation and the application process (Premises Licences and TENS)
- Knowledge of the SAG Process
- Confident in speaking to all levels of personnel (clients, suppliers, emergency services, local authority etc)
- Proficient user of Microsoft Word, Outlook, Excel

Desirable

- Previous experience working onsite as an Event Operations Manager at outdoor events and festivals with a capacity of 10,000 or more.
- Previous experience working at small independent agency.
- Additional skills/qualifications such as Crowd Safety Management.

Application process

The closing date for applications is 24/07/2024 and interviews will take place in the week of 29/07/2024.

Please apply by sending your CV and/or a cover letter explaining how you meet the person specification to workwithus@wegroup.london with subject title 'OPS Operations Manager'

Successful candidates will be invited for a 15-minute phone call to assess suitability for the role, followed by a 30-minute interview in person or via Zoom.

If you would like to speak with somebody about the application process before applying, please email or call us on 020 8068 5232. Applications via video or audio file will also be accepted and will be treated with equal consideration – please outline how you meet the personal specification in your recording.

We will try our best to respond to every applicant including those who are not invited for an interview, and we will try to give helpful feedback (this may not always be possible due to the volume of applicants).

Equal Opportunities

We strive to create the best possible experiences for everyone, and for everyone to be valued and included. Our greatest strengths come from the people who make up our family – they are the magic behind the machine.

We are committed to equality of opportunities and do not discriminate against any employee or applicant because of age, race, religion, ancestry, national origin, sex, gender identity, sexual orientation, disability, marriage, caring responsibilities, or pregnancy and maternity.

We welcome applications from deaf and disabled people. Do you require reasonable adjustments to apply for the position or attend the interview? Please let us know by calling 020 8068 5232 or emailing workwithus@wegroup.london

To help us ensure a more equitable recruitment process, please complete the Equalities Form along with your application if you would like to do so. There is no requirement to do so.