



Job description

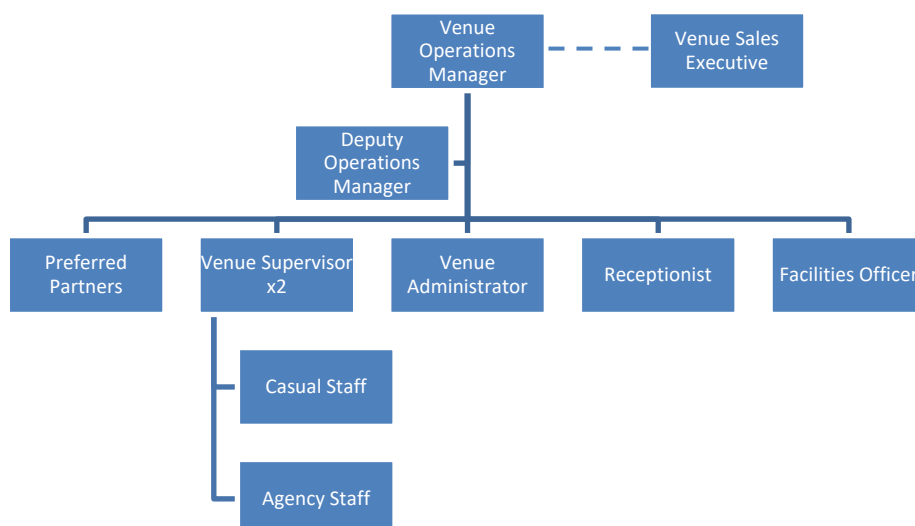
Job title:	Interim Venue Operations Manager – 15Hatfields
Reports to:	Executive Director of Commercial and Digital Innovation
Division:	Finance and Corporate Service

JOB PURPOSE

The Interim Venue Operations Manager (VOM) provides strategic leadership across operations, client experience, facilities, compliance, people, finance and sustainability, delivering revenue and profit targets through exceptional service, disciplined cost control and close partnership with Sales, without individual sales targets or direct booking responsibility.

As the most senior person on site, the VOM has direct responsibility for the Facilities function and is accountable for overall venue performance, risk management, brand protection and business continuity, ensuring the venue operates to the highest professional, service and sustainability standards for clients, delegates and tenants.

ORGANISATION CHART



KEY OBJECTIVES

1. Leadership & Strategic Management

- 1.1.1 Provide visible, proactive leadership to Operations, Facilities and Front-of-House teams, setting high standards for commercial performance, client service and sustainability.
- 1.1.2 Develop and deliver the annual business plan with the Venue Sales Executive , including revenue targets, budgets, staffing and capital requirements.
- 1.1.3 Align venue strategy with CIEH commercial and sustainability objectives.
- 1.1.4 Lead weekly leadership meetings to review performance, pipeline, risks and opportunities.
- 1.1.5 Build a collaborative, high-performance culture across departments.
- 1.1.6 Drive 3–5 year strategic development, identifying growth, innovation and investment opportunities.
- 1.1.7 Maintain strong relationships with CIEH HR, Finance, Digital, Governance, Communications and Sustainability teams.

2. Commercial Growth & Revenue Management

- 2.1.1 Accountable for venue revenue, profitability and margin performance.
- 2.1.2 Provide commercial direction to Sales in partnership with the Head of Commercial.
- 2.1.3 Approve pricing, DDR structures, packages and yield strategy in line with demand.
- 2.1.4 Lead quarterly business reviews and board-level reporting on KPIs and trends.
- 2.1.5 Identify new market opportunities with Sales & Marketing.
- 2.1.6 Control costs through supplier negotiation, staffing models and efficiency.
- 2.1.7 Authorise discounting frameworks and commercial exceptions.

3. Operational Excellence & Event Delivery

- 3.1.1 Lead Venue Operations Supervisors to deliver consistently exceptional events.
- 3.1.2 Ensure seamless coordination between Sales, Operations and Facilities.
- 3.1.3 Maintain the highest standards of presentation, AV, catering and client care.
- 3.1.4 Lead briefings for major events and drive post-event improvement.
- 3.1.5 Own the client experience framework, feedback and complaint resolution.
- 3.1.6 Maintain business continuity and crisis management procedures
- 3.1.7 Approve and enforce SOPs for consistent delivery.

- 3.1.8 Line manage Facilities Officer and oversee maintenance, lifecycle planning and statutory compliance (fire, electrical, water hygiene, accessibility).
- 3.1.9 Ensure facilities performance directly supports commercial outcomes.

4. People Management & Development

- 4.1.1 Lead, coach and develop Supervisors, Facilities Officer and teams through structured reviews
- 4.1.2 Oversee recruitment, onboarding and training.
- 4.1.3 Maintain appropriate staffing levels and cost control.
- 4.1.4 Implement succession planning, skills development and career pathways.
- 4.1.5 Drive team culture, recognition and engagement to reduce turnover.

5. Financial Management & Reporting

- 5.1.1 Overall responsibility for revenue, costs and profitability.
- 5.1.2 Approve operational expenditure and sustainable procurement.
- 5.1.3 Oversee invoicing, credit control and reconciliation.
- 5.1.4 Produce monthly management reports for CIEH.
- 5.1.5 Support CAPEX planning and technology investment.
- 5.1.6 Monitor cashflow, ageing debt and revenue recognition.
- 5.1.7 Conduct regular profitability and supplier performance review

6. Health, Safety, Licensing & Compliance

- 6.1.1 Act as DPS (or oversee DPS) ensuring licensing compliance.
- 6.1.2 Lead health & safety governance, risk assessments and emergency planning.
- 6.1.3 Ensure caterer compliance with food safety standards.
- 6.1.4 Uphold security, safeguarding and contractor procedures.
- 6.1.5 Maintain GDPR compliance across CRM, CCTV and event data.
- 6.1.6 Manage the compliance calendar for audits, inspections and training.

7. Client Experience, Partnerships & Brand

- 7.1.1 Oversee the full client journey to drive repeat business.

- 7.1.2 Build relationships with key accounts, agencies and suppliers.
- 7.1.3 Represent 15Hatfields at industry events.
- 7.1.4 Support Marketing with case studies and PR.
- 7.1.5 Ensure service reflects the venue's sustainability story.
- 7.1.6 Manage service reviews and tenant relationships, including billing coordination.

8. Sustainability Leadership

- 8.1.1 Safeguard 15Hatfields' position as a sector-leading sustainable venue.
- 8.1.2 Ensure compliance with ISO 14001 and environmental best practice.
- 8.1.3 Champion responsible sourcing, waste reduction and low-carbon operations.
- 8.1.4 Work with CIEH Sustainability to innovate and report progress.
- 8.1.5 Embed sustainability in all operational decisions.

EXPERIENCE & KEY SKILLS

- Senior leadership experience in venues, hospitality, conference centres or events.
- Proven success in delivering revenue growth and managing P&L budgets.
- Strong understanding of commercial strategy, yield management and revenue governance within venue or hospitality environments.
- Outstanding client service, relationship-building and communication skills.
- Experience leading multi-disciplinary teams and developing high-performance cultures.
- Strong knowledge of health & safety, licensing and food safety compliance.
- Experience in managing digital systems, CRM optimisation and technology-led operational improvements.
- Strong analytical capability with experience using data dashboards, reports and business intelligence tools.
- Personal licence holder.
- First aid / fire warden trained.

WORKING CONDITIONS

Full-time, based at 15 Hatfields. Flexibility is required to support early mornings, evenings and weekend events. Some off-site industry networking, conferences and supplier meetings may be required.

The role requires occasional attendance at emergency call-outs or out-of-hours incidents as the senior responsible person.