

**EVENT SERVICES MANAGER  
WITH RESPONSIBLIY FOR SAFETY (Combined Role)**

**Job Title** Event Services Manager

**Supported By:** Event Manager

**Overview:** The Event Services Manager will endeavour to make the event area / venue being used as safe and secure for all in attendance as well as providing information and directional support when requested. They will ensure the event is planned and managed as safely as possible.  
Working with the Core Event Management Team they will undertake an event risk assessment. Ensuring that practices regarding safety are observed; they will also provide advice and guidance on safety working with the event team to overcome any safety concerns.  
The Event Services Manager will drive /coordinate the development of the Venue Emergency Response Plan (VERP) and distribute it to team members.

**Areas of Responsibilities:** Will assist with the overall management of the Event and implementation of the Event plan as a senior member of the Core Event Management Team. They are primarily responsible for:

- Safety
- Crowd Management & Control
- Access Control
- Pedestrian flows
- Security
- Venue traffic management

They are responsible for the safe and efficient management of traffic flow and parking; ensuring all vehicle access and exit routes remain clear

**Key tasks & responsibilities checklist**

**Completed (✓)**

**Pre-event**

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| Attend the Core Event Management Team meetings to plan for the event.  | <input type="checkbox"/> |
| Gain a thorough understanding of the venue and the overall event day plan  | <input type="checkbox"/> |
| Assist in the development of venue plans e.g. restricted areas & pedestrian flows  | <input type="checkbox"/> |
| Assess vehicle access/exit points & number of parking spaces available   | <input type="checkbox"/> |
| Develop the event day plan and the pre-event action plan for Event Services (incl. event traffic plan - allocation of spaces, drop-off/pick up points, emergency vehicle parking, accessible parking etc.) | <input type="checkbox"/> |
| Identify where Event Volunteer Services positions (e.g. access control point, patrol area)   | <input type="checkbox"/> |
| Consider a contingency plan if the car park reaches full capacity (i.e. off-site parking)  | <input type="checkbox"/> |
| Consult with statutory services re event day plan, if required   | <input type="checkbox"/> |
| If venue has an existing Safety Officer link with them to discuss the event and review the facility's existing documentation e.g. Evacuation Plan & Emergency Procedures                                   | <input type="checkbox"/> |
| Undertake an event risk assessment with input from other members of the Core Event Management Team   | <input type="checkbox"/> |
| Drive and coordinate the development of the Venue Emergency Response Plan (VERP); with input from the Core Event Management Team and distribute it to team members   | <input type="checkbox"/> |
| Ensure Incident Report Forms are readily available for the event day   | <input type="checkbox"/> |

**Event day**

Undertake full venue safety check on the morning of the event

Complete the event risk assessment; liaising with all Event Management Team members to confirm any additional control measures identified in your risk assessment have been put in place.

Brief all the Core Event Management Team on the documented VERP.

Brief all Event Services volunteers at the start of day.

Brief and assign positions to Event Service volunteers

- Complete a venue walkthrough so all team members are familiar with venue set up
- Ensure team members are fully aware of where the nearest fire exit is to their assigned position and the venue main assembly point.

Coordinate and oversee the work of all volunteers and act as a point of escalation for the Event Services volunteers.

Check in with volunteers throughout the day, rotate volunteer positions as necessary.

Advise the Announcer / Operations Manager with details of emergency information for scripts.

Monitor the conditions of the venue / activity area throughout the event about fire and general safety.

Monitor the capacity of areas along with the flow / movement of people and redirect or restrict access if necessary.

Check in with volunteers throughout the day, rotate volunteer positions as necessary

Ensure vehicle and pedestrian routes remain clear throughout the day

Assist in any response to emergencies / emergency procedures, implementing the VERP.

Report important issues to the Event Manager

Ensure all incidents are logged correctly and give all Incident Report Forms to the Event Manager

Thank volunteers and gain any feedback from their experience.

Ensure all equipment is returned in working order. Advise event manager of any damaged or lost equipment

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**Post-event**

Attend Core Event Management Team debrief meeting

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