



JOB DESCRIPTION

ROLE:	Production Planner
DEPARTMENT:	Operations
REPORTS TO:	Event Planning Manager
DURATION:	Permanent Post
SALARY	£24,500 - £26,500 PA

Background:

Belfast Waterfront and Ulster Hall Ltd is a new arm's length company responsible for the operation and commercial growth of the Waterfront and Ulster Hall on behalf of Belfast City Council.

As part of the Belfast Waterfront and Ulster Hall (BWUHS) team, you are to ensure that all events are delivered as planned and that the customers' experience of an event is exceeded through the provision of excellent customer care and ensuring any issues are fully resolved and to provide assistance when the issue is not within the direct responsibility of the post holder.

Job Purpose:

To ensure that all events are delivered as planned and that the customers' experience of an event is exceeded through the provision of excellent customer care and ensuring any issues are fully resolved and to provide assistance when the issue is not within the direct responsibility of the post holder.

Summary of responsibilities & personal duties:

- To act as the primary client liaison person with regard to the technical planning, organisation and administration of all events at the BWUHS allocated by the Event Planning Manager.
- To ensure the event purpose and outcomes desired by the client are delivered using creative and innovative technical solutions to meet or exceed these requirements.
- To produce, using the VEMS, a comprehensive event schedule detailing all the resources required for the event including technical personnel, technical equipment, room setups, etc, plus setup times and standards.
- To co-ordinate the efficient and effective provision of required facilities and services delivered by any business partners or outsourced suppliers during the pre event planning process.

- To advise clients on the engagement of event related technical facilities and services that may be required from outside agencies to ensure the smooth running of an event and which are not directly available from the BWUHs.
- To manage the delivery and implementation of the technical solution to ensure customer satisfaction, financial targets are achieved and to enable a prompt response to any changes the client may want to make during the event. To ensure that any additional charges are approved by the client, delivered by the technical delivery team and invoiced.
- To oversee the design and operation of the required lighting, sound, communication, visuals, and associated equipment during events, ensuring a standard acceptable to clients, artists, performers and the public.
- To manage assigned permanent, casual and contract technical staff as required and oversee the technical preparation and operation of the BWUHs' auditoria and general facilities for all events staged therein, or on any other site as requested.
- To provide the Logistics Planner with accurate and up-to-date statistics and management information with regard to each assigned event to include an event profit and loss statement, risk assessments with mitigation, customer feedback and continual improvement information.
- To fully understand and manage the input of technical information to the VEMS ensuring all information relevant to individual events is available to other users.
- To ensure that an adequate provision is maintained on site of any associated technical materials, including consumables and equipment used in the delivery of services for business events.
- In liaison with the Facilities Manager to advise clients in the planning of events including exhibitions are in accordance with relevant health and safety legislation and in accordance with pre approved safe working practices. This includes the use of pyrotechnics and lasers.
- As required to act as a Logistics Planner for small events which have a minor logistics planning requirement but a larger technical planning requirement e.g. Award dinners.

Person Specification:

Required Qualifications, Knowledge & Experience:

- Five GCSEs (Grades A – C) including English or equivalent qualifications
- At least 2 years' experience in both
 - a) working as part of a team delivering audio visual solutions and either sound, lighting, stage or production management for events in a venue, production company or as a freelance technician;

and

 - b) Production management experience including producing conferences of 200 or more delegates. Client interactions and customer service experience.

Special Skills & Attributes:

The applicant must be able to demonstrate, that they possess the following competencies which may also be tested at interview.

- **Communication skills:** the ability to give clear oral instructions and operational information to managers and the ability to complete standard forms and reports for managers.
- **Technical skills:** the ability to use specialist sound, lighting, audio visual and other stage management equipment effectively in event production.
- **Team leadership and team working skills:** the ability to lead and motivate a team and teach staff operational procedures and to work effectively as part of a team to achieve team objectives.
- **Health and safety skills:** an understanding of the importance of health and safety legislation and procedures in high risk situations and a full understanding of all precautionary procedures.
- **Organisational skills:** the ability to organise workload to ensure operational objectives are achieved.
- **Analysis and decision making skills:** the ability to make operational decisions that contribute to achievement of operational targets.
- **Customer care skills:** an awareness of the importance of responding appropriately to the needs of internal and external customers and the ability to deal with the public and others in a helpful way.



SELECTION PROCESS

To Apply

Applications should be emailed to hrinbox@waterfront.co.uk or posted to HR Team, Ulster Hall, 34 Bedford Street, Belfast BT2 7FF.

Please include your CV, completed monitoring form and covering letter outlining at least 2 years' experience in (a) working as part of a team delivering audio visual solutions and either sound, lighting, stage or production management for events in a venue, production company or as a freelance technician; **and** (b) Production management experience including producing conferences of 200 or more delegates. Client interactions and customer service experience.

Closing date for applications is **Tuesday 31 October 2017 at 4pm.**

Please note that it is the applicants' responsibility to ensure that his or her CV and supporting documents are submitted by this closing date and time.