



## Operations Manager

### Job Purpose:

Responsible for the organisation and management of multiple exhibition and conference projects within the energy portfolio at dmg events, from conception through to completion. Working with internal and external stakeholders and suppliers to deliver operational excellence with good ROI.

### Typical Responsibilities

Project Management: Manages the operational delivery of several events/ projects from conception through to completion

- Plan and execute successfully all operational and logistical elements for conferences and exhibitions in consultation with the Head of Operations, Event Director / Conference Producers and Sales team.
- Effectively work on the technical elements of the events, projects which may include catering, internet, signage, feature areas etc.
- Conduct feasibility studies regarding the operational requirements and draft budgets for current events and new launches.
- Conduct site visits and ensure venues are fit for purpose.
- Creating and updating show floor plans and layout plans.
- Assist with the production of Exhibitor Manuals and Information sheets, to help clients to plan their participation at the event.
- Co-ordinating onsite freight, traffic, and security requirements.
- Manage adhoc projects, e.g., Evening Functions or Roadshows - source venues, negotiate entertainment, AV & Lighting, F&B, etc.
- Agree any event sponsorship sales opportunities / obtain quotes, then implement any sponsor/exhibitor agreements and liaise directly with the client on fulfilment, providing great customer service care.
- Analyse event operations post shows and prepare and implement recommendations for improving operational efficiencies on future events.

Admin/ System Management: Following internal best practice and processes

- Successfully manage Salesforce and Operational processes for your designated events – including creating and keeping up to date with event operations Critical Path Analyses.

Budget Management: Managing Operational budgets

- Prepare, manage, and monitor operational event budgets, keeping costs firmly under control.
- Strong negotiating skills, helping achieve profit targets through cost savings.

Relationship Management: Managing internal and external relationships appropriately

Health and Safety: Following and implementing best practise

People Management: Development and management of direct line reports

### You'll have...

- Experience (3-5 years minimum) in Canada-North America B2B tradeshow or consumer show exhibitions. International exhibitions experience an asset.
- IOSH Certification.
- First Aid Knowledge / training is desirable.
- Detailed knowledge of small to large scale operations and Health & Safety best practice.
- Strong negotiating and contract management skills.
- Project Management: ability to oversee/manage multiple products.
- Sound commercial awareness – management of budgets for events and keeping within the budget set.
- Ability to network and liaise with senior people/trade bodies, associations, and diverse cultures.
- Ability to work under pressure and to deadlines.
- Knowledge and experience with AutoCAD are helpful.

### You'll be...

- Customer Focused – put the customer at the heart of everything we do
- Hardworking - Strong work ethic representing our industry leading brands
- Studious - Desire to learn and embrace best practice within your discipline
- Respectful – demonstrate consistency and reliability in all areas
- Collaborative – display open communication and innovation
- Proactive – take initiative on opportunities and test your ideas
- Efficient – display excellent time management and prioritisation
- Effective – focusing on the right things at the right time to deliver the best results

### About Us – dmg events

dmg events is an international exhibitions and publishing company. We attract more than 425,000 visitors to our global portfolio of 80 exhibitions each year. Through our global events, our aim is simple. We want to accelerate business through face-to-face events, which is why we

work so hard to bring people together, creating opportunities for them to network, learn and do business.

If you have personal flair and energy, a customer focused approach to business, are committed to excellence and are interested in creating a marketplace in which leading organizations can meet clients, and share innovative ideas for business and technology, then you might be the right candidate for dmg events.

Interested candidates can submit an application here:

<https://www.dmgevents.com/jobapplication/?hashcode=dmgevents&id=3698018>