

Senior Event Operations Manager, Consumer Shows – Located in Toronto

Posting Date: July 12, 2022

Deadline to Apply: August 1, 2022

Job Type: This is a permanent full-time position with an immediate start date

Reporting to: Director, Business Operations, Consumer Shows

Company Description

Informa Connect delivers in-person and virtual events and training, online communities, digital content and marketing services for the Art, Craft, Design, Pop Culture, Construction and Real Estate industries in Canada along with many other specialist markets globally. We are a live event and digital content creator connecting brands and customers with knowledge, ideas, and opportunities.

Job Description

We are seeking a Senior Event Operations Manager to support multiple annual in-person events within our Canadian Consumer Show division including Interior Design Show, Artist Project, One of a Kind Spring & Winter Shows and Art Toronto.

Operational Duties

- Be the key point of contact for the show teams in all matters on your allocated shows, internal and external.
- Work closely with each department lead on all phases of operations and logistical requirements to meet the event goals and schedule.
- Manage production and implementation of show project plans ensuring all operational tasks are carried out on a timely basis according to individual project plans and within deadlines across all your events.
- Develop, manage and maintain assigned budget areas by providing accurate forecasts, managing costs, and tracking expenses.
- Liaise and negotiate with vendors to support effective communication for cost savings while maintaining exceptional service levels.
- Work closely with the Sales Department on creation of floor plans, layout changes and booth regulations.
- Help develop overall look and feel of feature exhibit areas, coordinate event signage and graphic plans. Manage and track the creative process and ensure accurate placement of graphics and exhibit materials onsite.
- Manage the move-in and move-out logistics with special consideration for health and safety compliance.
- Coordinate and lead all onsite operations including general service contractor fulfillment, registration/ticketing equipment, staffing, security, F&B, A/V, etc.
- Solve complex challenges. Manage high-complexity consumer events, hybrid consumer/trade events and multi-day, multi-track conferences.
- Ensure all allocated events are working within the company's H&S, Security & Sustainability guidelines at all times.
- Compile post event reports and KPI analysis.

Management

- Manage direct reports on a day-to-day basis. Where applicable, each of these may be allocated across multiple events throughout the year requiring you to effectively balance workloads and priorities for each team member individually.
- Mentor and train direct reports, provide performance reviews, and guide staff on their career path.
- Work with colleagues to achieve best practice in terms of operational planning and management.
- Perform any other duties commensurate with the grade and level of responsibility.

Qualifications

- 6 - 10 years of experience working in event management.
- Background in tradeshow / event / conference operations or with a general service contractor or convention facility.
- Demonstrated strong interpersonal, time management and organization skills with experience in overlapping deadlines and managing complex projects or events.
- Prior experience managing a budget.
- Floor plan development and management (prior experience with a2z, EXPOCAD or similar platform an asset).
- Considerable experience with using Microsoft Office Suite with emphasis on Excel.
- Experience with Adobe Creative Suite (Photoshop, InDesign, Illustrator) an asset.
- Proficient spoken and written English; French an asset.
- Positive attitude, flexibility, and adaptability.

Additional Information

Our Benefits

- 10 vacation days, 8 personal days, and your Birthday off
- Up to 4 days for volunteering opportunities per year
- Health and wellness benefits package after one month of continuous employment
- Retirement plan with company match scheme after six months of continuous employment
- Ongoing professional development via access to LinkedIn Learning and other training opportunities
- Hybrid working approach (a mix of remote and office working)

Equity, Diversity and Inclusion

If you're excited about this role but have different working experience from what is listed above, please go ahead and apply. You could be just what we need! We believe strongly in the value of diversity and creating supportive, inclusive environments where our colleagues can succeed.

As such, Informa is proud to be an Equal Opportunity Employer. We do not discriminate on the basis of race, colour, ancestry, national origin, religion, or religious creed, mental or physical disability, medical condition, sex (including pregnancy, childbirth, and related medical conditions), sexual orientation, gender identity, gender expression, age, marital status, military or veteran status, citizenship, or other protected characteristics under federal, provincial or local law.

Accessibility Accommodation

Informa welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the recruitment process in accordance with the Employment Standards Act, Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities



Act. Please submit your request to the Human Resources department via our recruiting system and we will work with you to determine how we can best meet your needs.

Application Submission

Please submit a cover letter along with your resume at
<https://informacanada.bamboohr.com/jobs/view.php?id=215>

We sincerely thank all applicants for their interest in this opportunity and will be in touch with those whose qualifications and experience we believe will be a good fit for this role.