

## **Event & Operations Manager**

Cumann Lúthchleas Gael is Ireland's leading sporting and cultural organisation with membership approaching one million people and in excess of 500,000 playing participants at all levels. Inspired by its amateur status and supported by the voluntary efforts of all its members, the GAA devotes its entire resources to the development of Gaelic Games and Culture nationally and in local communities.

Home of the GAA, Croke Park Stadium is Ireland's foremost sporting and entertainment venue. Over 1,500,000 visitors are welcomed annually to national and international events and the Croke Park campus also features Croke Park Meetings & Events and GAA Museum & Tours.

An opportunity now arises for an Event & Operations Manager with Croke Park Meetings & Events, one of Dublin's largest venues hosting events for up to 2000 delegates.

Reporting directly to the Head of Sales, the Event & Operations Manager will be part of the Croke Park Meetings & Events team and will be responsible for managing event operations and delivering an excellent client experience. The role will include the day to day management of the events team and, as the team leader, ensure department targets and client expectations are met. Key Performance Indicators (KPIs) include client feedback, operational excellence, upselling and repeat business.

The Event & Operations Manager will be responsible for performing the following tasks to the highest standards:

### **Key Responsibilities**

- Act as the main point of contact for events once they are contracted by the sales team;
- Conduct site inspections and pre and post event meetings with clients, ensuring the event is managed from beginning to end;
- Work on event orders and submit catering details a week before the event date;
- Provide leadership, motivation, direction and support to the events team. This would include staff rosters, training & development, setting team KPIs and the 2019 event excellence plan;
- Chair weekly event order meetings;
- Report monthly to management on upcoming events, team successes and client feedback;
- Sell the Croke Park experience – encourage clients to add on tours, gala dinners and post conference events in the GAA Museum;
- Meet & greet every client on their event day;
- Accounting – ensure client deposits are received pre-event date and finalise post event invoicing;
- Work closely with the catering team on food and beverage offerings and be up to date on catering trends;
- Assist with event cover on weekdays and weekends, the 7-hour working day could be between 7am – 11pm;
- Work with management on setting annual budgets, reconcile monthly figures and submit forecast reports;
- Work closely with our facilities executive on venue upkeep, room set ups and standards, AV facilities and contractor relationships;
- Act as a key driver of the Croke Park customer journey and ensure the client experience is best in class;

### **Essential Criteria**

- At least 5 years' Event Management experience in the hospitality industry;
- Experience in managing a successful team;
- Relevant third level and/or professional qualification(s);
- The ideal candidate will be highly motivated, action oriented, flexible, enthusiastic and will

- have well-honed communication skills;
- Strong organisational and prioritisation skills; demonstrable ability to work under pressure and multitask effectively;
- Experience working within a large hotel, venue or event agency;
- Proven ability to build and manage excellent client and supplier relationships;
- Exceptional experience of providing leadership, motivation, direction and support to a team;
- Good attention to detail and efficient at keeping records;
- Excellent administrative and IT skills (Microsoft Office) with a strong working knowledge of IT related packages and systems;
- Excellent communication (verbal and written) and presentation skills;
- Experience of using Events500 or a similar CRM system.

**Desirable Criteria**

- Knowledge of the GAA and Croke Park Stadium;
- Knowledge of Croke Park Meetings and Events offerings.

Candidates interested in the above role can apply by submitting an up to date cover letter and Curriculum Vitae to [jobapplications@gaa.ie](mailto:jobapplications@gaa.ie) before 3pm on Monday, 14<sup>th</sup> January 2019.

***The GAA is an equal opportunities employer.***