

**Role:** Operations Executive  
**Term:** Permanent  
**Location:** Fulham Green, London  
**Salary:** Competitive  
**BNC Ref:** BNC136

## The Opportunity

We have an exciting opportunity in the Gaming team for an Operations Executive. The role will be to organise the operations for conferences and exhibitions for the gaming portfolio.

### Key Responsibilities & Objectives:

- Assisting the Head of Operations with all elements of show organisation. For example stand fitting, carpet, electrics, feature areas, furniture hire, security, traffic, venue liaison, staffing, cleaning, registration, signage, catering etc. Ability to understand the main principles of each of these elements and to take ownership for some of them on each event
- Organise small to medium sized events including conferences, exhibitions, dinners and other meetings from conception to completion with guidance and support of a manager
- Organise all speaker logistics and manage all speaker requirements to ensure that the conference programmes run smoothly
- Organise exhibitors and sponsors logistics to ensure all sponsor and exhibitor packages are fulfilled as sold by the portfolios
- Production and timely communication of correct and detailed technical information for exhibitors
- Respond quickly and calmly to requests from speakers, sponsors and exhibitors pre-event and onsite
- Working closely with the Portfolio Directors, Producers, the project team and other Operations team members to seamlessly deliver the event
- Able to manage the costs, prepare and report event budgets with support of a manager
- Manage suppliers and orders for all event signage, AV, venue, catering, sponsored items with guidance from manager

- To arrange travel and hotel arrangements for staff and speakers within a pre-set budget
- Collection of presentations from speakers in advance of events
- Post show evaluation and development
- Ad hoc administration tasks as required by the managers
- Methodical filing and record keeping
- Expected to travel worldwide, and remain calm in busy and stressful environments.
- To ensure all presentations are available to AV contractors and delegates alike
- To maintain good levels of communication between speakers, sponsors, exhibitors and the rest of the team before and during the event.
- Attend meetings with internal team members, contractors and venues and contribute as necessary to add value to the event.
- Understand the principles of floor plan design, to include venue rules and health and safety parameters, and ensure these are incorporated.  
Responsibility for the accuracy of floor plans at all stages.
- Fulfilling all budgetary requirements in fulfilling the given show elements as listed above. To include raising purchase orders, updating budget sheets, obtaining final costs and signing off invoices.
- Developing the necessary understanding of show elements to eventually extend to appointment of contractors and negotiation of prices.
- Actively involved on the show floor during all periods of tenancy assisting the Operations Manager. Ensuring all contractors are fulfilling their obligations and that the show is built correctly against all relevant plans and schedules.
- Attending relevant training as required, including health & safety training.
- Developing a thorough understanding of health & safety principles and ensuring all parties are in compliance. Assisting with all show health & safety related documentation and constantly looking to improve knowledge and experience in this area.
- Involvement in post show analysis and reporting. Reviewing achievements and processes and making recommendations for future improvements.
- Assisting the Head of Operations with any other ad hoc tasks as required.
- Participate in the company's Operations Group.

### **Knowledge, Skills, Attitude and Behavior:**

#### **Personal Qualities:**

- Organised and methodical
- Strong social and communication skills
- Able to deal with a broad range of people
- Self-motivated and able to take responsibility
- Able to work within a team

- Adaptable
- Problem solver
- Good attention to detail
- Able to manage time effectively
- Work calmly under pressure
- Ability to work in a fast paced environment

**Computer skills needed:**

- Microsoft office
- Familiar with the internet and email

**Relevant/Useful Experience:**

- Speaker, VIP, sponsor or exhibitor management
- Experience in the conference and exhibition industry or with a background in live events.
- Working with hotels and/or venues
- Experience working in an office
- Financial experience/Budgetary controls
- Managing travel arrangements
- Meeting deadlines and resolving problems under pressure

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