



Creating a world of better opportunities

Job description

Operations Manager

IET Birmingham: Austin Court

Fixed Term Contract

Grade 6

Full Time - 40 Hours per Week

Reports to: Venue Manager

Where the role fits

This role is part of the Venues team, within the Operations Team, that is responsible for the operational delivery of all products and services, across all customer groups and geographies.

The role of the Operations team is to define and deliver the operational strategy that enables the delivery of high-quality, cost-effective services, providing input into the product roadmap, with the Portfolio and Product Management team (PPM) and the Engagement and Growth team (E&G).

Purpose of the role

The Operations Manager is responsible for leading the day-to-day operation and successful delivery of events at IET Birmingham: Austin Court, ensuring the venue operates efficiently and consistently delivers high standards of service and customer experience. The role provides operational leadership across the Operations, Catering, and Cleaning teams, ensuring the right people, processes, and resources are in place to support the smooth running of the venue.

Working closely with clients, colleagues, contractors, and suppliers, the role oversees venue operations including room set-ups, audio-visual services, maintenance, and facilities coordination, while maintaining a safe, secure and compliant environment. The Operations Manager will drive continuous improvement across venue operations, develop and support their teams, and contribute to the achievement of wider customer service, operational and commercial objectives.

Our leadership charter

Leadership is important. It helps create the culture that we need to be a success – as individuals, as teams and as an organisation. As part of our framework, we have four behaviours we specifically look for in our leaders:

- **Shares vision** – by setting a clear shared vision of success for the organisation
- **Sparks engagement** – by empowering, inspiring, and developing people
- **Skilfully executes** – by setting stretching performance expectations, reviewing progress, and holding people to account to deliver planned outcomes
- **Sustains progress** – by recognising achievement and encouraging continuous improvement and experimentation

Our five behaviours

Created by our people – for our people; our behaviours underpin much of what we do and reinforce the type of organisation we want to be. They're an integral part of how our performance is managed and how we recognise great work, and map across our learning and development offering too.

You will seek to bring our behaviours to life in all that you do:

- **Include everyone**
- **Do your very best**
- **Take full ownership**
- **Work well with others**
- **Openly communicate**

Main duties and responsibilities (not necessarily in priority order)

- Lead the day-to-day operation and delivery of events at IET Birmingham: Austin Court, ensuring the venue operates effectively and consistently delivers high standards of service and customer satisfaction.

- Lead, manage and develop the Operations, Catering, and Cleaning teams, including workforce planning, rotas, recruitment, training, performance management, engagement, and ongoing development.
- Act as a professional ambassador for the IET, building strong and effective relationships with clients, contractors, suppliers and colleagues and ensuring a consistently professional and customer-focused approach.
- Ensure teams operate in line with IET values, objectives, policies, procedures and agreed service standards, promoting a culture of ownership, teamwork and continuous improvement.
- Oversee venue operations, including room set-ups, audio-visual and presentation requirements, maintenance coordination and the management of contractors and suppliers.
- Ensure effective communication with clients and stakeholders throughout the event lifecycle, proactively identifying and resolving operational issues to support successful events and positive customer experiences.
- Maintain, review and continuously improve operational procedures and Standard Operating Procedures, identifying opportunities to improve efficiency, service delivery and consistency.
- Promote a culture of continuous improvement, training, engagement and teamwork, sharing knowledge and expertise to support the development of colleagues and the wider venue team.
- Maintain a safe, secure and compliant working environment, ensuring adherence to Health and Safety legislation, Fire Regulations, data protection requirements, IET policies and relevant organisational standards.
- Proactively identify, manage and escalate operational, technical and health and safety issues where appropriate, ensuring effective action is taken to minimise disruption and risk.
- Support the achievement of operational, customer service and commercial objectives, using operational insight and performance information to identify opportunities for improvement.
- Any other duties as are reasonable as per the skill and experience of the post-holder.

The following generic responsibilities would also apply to the role. Specific responsibilities will vary depending on the department and level of seniority.

- **Apply specialist knowledge and skills:** You'll leverage your in-depth knowledge and expertise in a specific field to deliver essential tasks and services that contribute to the smooth running of the IET.
- **Perform specialist tasks accurately:** You'll independently execute a diverse range of specialist tasks under general supervision, ensuring accuracy, efficiency, and adherence to established procedures.
- **Contribute to continuous improvement:** You'll actively participate in the ongoing development and improvement of the IET by applying your specialist knowledge and suggesting innovative solutions.
- **Collaborate effectively:** You'll work closely with colleagues from various departments, fostering a collaborative and inclusive environment where open communication leads to achieving shared goals as a One IET team.
- **Provide valuable expertise:** You'll act as a resource within your area of specialism, sharing your knowledge and expertise to support your team and contribute significantly to the overall success of the IET.
- **Develop and motivate teams:** For manager roles, you'll be responsible for coaching, motivating, and facilitating the learning and development your team to achieve their full potential, fostering a positive and inclusive work environment.

Skills and experience required

- Proven experience leading and developing operational teams within a venue, events, hospitality or customer-focused environment.
- Strong organisational and planning skills, with the ability to manage multiple priorities, coordinate resources and maintain high standards in a busy operational environment.
- Excellent communication and interpersonal skills, with the ability to build effective relationships with clients, colleagues, contractors and suppliers at all levels.
- A good working knowledge of audio-visual and presentation technology and its application within an events or venue environment.
- Strong customer focus, with a professional approach and a clear sense of ownership, accountability and responsibility for service delivery.
- Ability to work collaboratively across multiple teams and departments, contributing positively to a One IET approach.
- Proactive and solutions-focused, with a commitment to continuous improvement and the ability to identify and address operational challenges effectively.

- Flexible approach to working hours, including evenings and weekends, in line with the operational requirements of the venue.

The following generic skills and experiences would also apply to the role. Specific requirements may vary depending on the department and level of seniority.

- **Lifelong learning:** You'll demonstrate a willingness and flexible approach to learning and adapting to new tasks and responsibilities, staying current with industry trends and developments.
- **Leadership and motivation:** Where required, experience in a role is demonstrating strong leadership, motivational abilities, and the ability to delegate effectively.
- **Teamwork and independent work:** You'll be a strong team player with the ability to work independently and take initiative when required.
- **Effective communication:** You'll possess excellent written and verbal communication skills, ensuring clear and concise communication with colleagues and stakeholders.
- **Organisation and time management:** You'll demonstrate strong organisational and time management skills, effectively prioritising tasks and meeting deadlines consistently.
- **Positive and collaborative work environment:** You'll be passionate about creating a positive and inclusive work environment, fostering collaboration, and contributing to a supportive team atmosphere.
- **Proficiency in IT tools:** You'll be proficient in Microsoft Office applications and demonstrate a willingness to learn and use any applicable support systems, including CRMs and databases.

Document control

<i>Authorised by</i>	<i>Job Title</i>	<i>Date</i>
Austin Court- Birmingham	Venue Manager- AS	08/2026
Strategic People Partner	TARM-GB	08/2026

This job description is not intended to include specific tasks, temporary activities or projects but aims to describe the overall purpose and outputs for the role and may be subject to change. Using this role profile, specific success objectives will be part of the ongoing performance conversations with your manager throughout the year.

It's the expectation that you will understand and keep up-to-date with all IET mandatory policies and appropriate training, including data protection and data handling, as well as current Health and Safety policies.