

Event Services Operations Manager

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Company: The Star Entertainment Group

Location: Australia

Category: other-general

Home to some of Australia's most famous events, The Star Gold Coast is currently seeking an **Event Services Operations Manager** to join our world class events team!

In this role, you will be responsible for the organisation and execution of our events, conferences and exhibitions. You will take ownership of our Event Centre, ensuring our guests expectations are exceeded while working closely with the team to ensure the day-to-day operations are executed in a timely, efficient and compliant manner.

The Event Services Operations Manager will also be responsible for the budgeting and review of all events, inclusive of all sales, costs and labour. You will lead the team to complete all people planning requirements including recruitment, training, development and performance management of team members.

You will also be responsible for Responsible for Managing the overall event operations and logistics of events, overseeing the many exciting conferences, exhibitions, and all other functions on behalf of internal and external guests of The Star Gold Coast.

The role requires ownership and capability of leading and managing the Event Centre facilities and leadership team. With the aim of maximising profitable outcomes in line with annual targets and operational costs. As well as overseeing the daily operations of the Event Centre while supporting the Event Planning and Operations Manager.

What are we looking for?

Extensive leadership experience in a high-volume event/conference centre with the ability to quickly resolve issues as they arise

Experience with planning and resourcing people and products, performance management, controlling labour costs and operating expenses

Strong knowledge of all event operations from event servicing to logistics general duties while ensuring that the team remain compliant with all WHS and RSA policies and procedures

Demonstrated ability in developing productive relationships and managing and driving change

Excellent verbal and written communication skills

Ability to provide performance management and facilitate career goal setting within the team when required

Tertiary Qualifications in hospitality desirable

Knowledge of hospitality software including Microsoft Office, Opera and Delphi preferred

Responsible Service of Alcohol accreditation

What can we offer you?

A Permanent, Fulltime position on the Gold Coast

Salary aligned to experience & bonus incentive plan

30% staff discounts across our award-winning venues on all 3 of our properties

Lifestyle and wellbeing discounts and benefits, including EAP & gym memberships

FREE buffet meal with a new menu every day at our Employee Dining Room

Uniform prepared and ready for you daily on property

Generous Paid Leave for primary and secondary carers

The Star is an Employer of Choice for Gender Diversity awarded by WGEA

Please be aware that eligibility checks are required as part of the recruitment process and ongoing employment for this position.

About us

The Star Gold Coast is a one stop shop for all your needs. It offers luxurious accommodation and spa, iconic bars, restaurants and a world-class casino. We offer entertainment like no other, with our live concerts and shows in our Theatre and Events Centre, Live on the Lawn events, world class DJ's at Atrium Bar & more! It is a destination that offers relaxation and fun at the same time!

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