

Job Description: Event Operations Manager

Job Title: Event Operations Manager

Reports To: CEO

Location: Flexible (UK or remote)

Contract Type: Permanent, full-time (4 days/week considered)

Purpose of the Role

The Event Operations Manager plays a vital role in delivering the operational backbone of ATTA® Events (Experience Africa Events Ltd (EAE)). This role is responsible for managing logistical planning, systems setup, data compliance, accommodation, financial admin, and tech workflows across both Trade Show Stands and Owned Events. Working closely with the CEO, Head of Events, and Buyer Engagement Manager, the Event Operations Manager ensures seamless execution of critical back-office and event-facing processes - ensuring everything runs to time, to spec, and to budget.

This role is ideal for someone who thrives in a high-accountability, multi-tasking environment, and who loves working behind the scenes to make event magic happen.

Key Responsibilities

Trade Show Stand Coordination

- Manage exhibitor registrations, documentation, deadlines, and confirmations
- Coordinate with ATTA® members exhibiting under shared stand packages
- Liaise with stand builders, venues, and the CEO for artwork, branding, and logistics
- Oversee tech platform setup for exhibitor registration and scheduling
- Ensure delivery of branded collateral (name badges, lanyards, wristbands, signage)

Financial & Administrative Oversight

- Raise invoices via QuickBooks and manage reconciliation on internal systems
- Monitor payments, support credit control, and track outstanding balances
- Maintain GDPR-compliant records and documentation using SharePoint
- Produce dashboards and reports for CEO and event leads to aid planning and delivery
- Support post-event reconciliations and budget tracking

Owned Event Operations Support

- Support venue logistics, registration desk delivery, supplier liaison, and on-site execution
- Manage buyer and exhibitor accommodation allocations and bookings
- Set up, test, and maintain tech platforms for registration and diary management
- Collaborate on event feedback surveys, analysis, and reporting
- Help ensure accessibility and inclusivity best practices are factored into delivery

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Experience & Skills Required

- Proven experience in event operations, logistics, or complex project coordination
- Excellent attention to detail with the ability to manage multiple workstreams
- Proficiency with Microsoft 365 (especially SharePoint, Excel, Teams, To Do)
- Confidence using financial systems (QuickBooks) and event platforms (e.g., EventsAir) – training will be given
- Strong written and verbal communication skills
- Understanding of GDPR and data security best practices
- Comfortable working independently in a small team with high ownership
- Experience in the travel or tourism sector preferred but not essential

Direct Ownership Areas

- Invoicing
- Credit Control
- Post-Event Financial Reconciliation
- Data Compliance & Privacy (GDPR)
- Data Reporting & Dashboarding
- Owned Event Tech Set-Up & Management
- Trade Show Tech Set-Up & Management
- Accommodation – Owned Events (Buyers & Exhibitors)
- Accommodation – Real Estate Shows
- Event Collateral (Wristbands, Lanyards, Badges)
- Event Feedback

Collaborative Involvement

- Buyer Management (with Buyer Engagement Manager)
- Event Logistics (with Head of Events)
- Functional Communications (with Marketing & Comms Executive)
- Accessibility & Inclusivity Planning (with wider team)