



Our Values: Caring, Safe, Professional



Operations Manager – The O2

Competitive Salary (dependent on experience)

CSP requires Operations Manager to manage all aspects of operational delivery at The O2 site, and to plan and manage the delivery of the service to the client.

The ideal candidate will take pride in delivering an excellent service and will work closely with the venue operations team to ensure all requirements are delivered, on time and to budget.

This is a permanent role and is based at the O2.

A full job description is available [here](#).

What you will be doing

- Operational planning, on-site delivery and post-event conclusion
- Account management of The O2 contract, including budget management and financial reporting
- Provide excellent customer service for visitors, clients, external agencies and internal customers, ensuring staff and other resources are in place for a high standard of service delivery
- Ensure that the Venue Operations Manuals, where applicable, are up to date and accurately reflect the duties and responsibilities of CSP
- Provide line management to all reports with a focus on proactive mentoring, coaching, development, and team succession planning. Ensure that CSP's and AEG's Objectives are effectively communicated

What CSP can offer you

- A competitive salary [dependent on experience]
- A 37.5 hour working week – working 5 days out of 7, as required operationally
- Up to 25 days' holiday (pro-rata – after qualifying service) plus Bank/Public Holidays
- Pension scheme with excellent employer contribution
- Private Medical Insurance (after a qualifying period)
- Life insurance at 4x salary
- Access to salary sacrifice schemes
- A range of valuable medical and practical support services through an external Employee Assistance provider

What we need from you

- You will have knowledge and experience of the events or comparable industries and strong commercial awareness
- Experience in managing multiple projects, work streams and/or conflicting priorities within a highly paced environment
- Able to communicate clearly across field-based teams, departments and stakeholders
- Excellent IT skills – strong in Microsoft Office (Word, Outlook, Excel, PowerPoint)
- IOSH/NEBOSH qualified; Traffic qualifications such as CSAS/12D, Chapter 8 are desirable

Vacancy details

Salary: Competitive

Location: The O2

