

POSITION SUMMARY			
TITLE:	Senior Event Manager	REPORTS TO:	Deputy Pavilion Director
KEY DELIVERABLES			
<ul style="list-style-type: none"> ▪ Develop and implement strategies to ensure exceptional delivery of U.S. Pavilion Business and Cultural Programs for the full duration of Expo 2020 ▪ Ensure Business and Cultural Programs, events, performances and services are delivered to the highest operational standard meeting the expectation of the Department of State, Expo 2020 organizers and key stakeholders ▪ Maintain a flexible, cooperative and professional approach to meeting U.S. Pavilion objectives and working with other U.S. Pavilion staff, representatives and stakeholders ▪ React to a constantly changing environment with consistent professionalism and composure ▪ Ensure that the event management software program is used to maximum efficiency and that all reports are accurate and detailed as required by management ▪ Ensure that event hosts and their corresponding organization are professionally and comprehensively serviced by the U.S. Pavilion event team in the delivery of outstanding events ▪ Work cooperatively with any event specific staff that require integration into the Business or Cultural Programs, e.g. visiting talent such as chefs and performance artists ▪ Ensure Occupational Health and Safety standards, policies and procedures, particularly food safety and hygiene, are understood and met 			
KEY RESPONSIBILITIES			
<p><u>Event Management</u></p> <ul style="list-style-type: none"> ▪ Ensure that all events and functions at the U.S. Pavilion are delivered to the highest standards throughout all aspects of planning, communication and execution including meeting special requests ▪ Assign responsibilities to the greater Events and VIP team to ensure that tasks are completed professionally, accurately and within established timelines ▪ Ensure all communications from the Events and VIP team are delivered in a highly professional and accurate manner ▪ Coordinate the U.S. Pavilion's business and event program including the below in a professional, accurate and timely manner: <ul style="list-style-type: none"> □ liaison with event organizers and guests □ event delivery and logistics □ communicating key detail to U.S. Pavilion department so they can support the successful execution of each business program event ▪ Support U.S. Pavilion management administratively as required in a professional and time efficient manner by ensuring: <ul style="list-style-type: none"> □ accurate maintenance of all event and function files and diaries □ manage the coordination of invitations and responses □ distribute documentation to facilitate event coordination and guest attendance □ set up meetings as required ▪ Coordination of all event requirements including invitations, seating arrangements, name cards etc. ▪ Ensure that the VIP business program software is used effectively and accurately by all members of the Events and VIP team ▪ Provide expert support and advice in regard to the planning and delivery of the U.S. Pavilion's National Day ▪ Ensure confidentiality in all bookings/attendances ▪ Adopt a hands-on approach to ensuring the smooth and successful execution of all events and functions 			

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Visits Coordination

- Planning, coordination and management of visits by VIPs to the U.S. Pavilion
- Participate, and at times host, U.S. Pavilion tours for special guests and/or groups

VIP Guest / Event Host Services

- Ensure that all reasonable and approved requests from Event Hosts and VIP guests are professionally attended to in a timely manner, including ensuring that VIP visitors are supervised at all times
- Ensure that VIP Reception is professionally presented and manned, including providing direct support to the VIP Reception team as required
- As required, coordinate interpreter/s, ensuring that they meet the demands of U.S. Pavilion management and stakeholders

Cultural Program

- Oversee the operational delivery of the Pavilion's Cultural Program including supporting with the Cultural Program Manager in the coordination of talent on the ground in Dubai, scheduling performance spaces, managing off-site and media appearances, accreditation and ground logistics and reporting

Leadership & Management

- Engage performance management techniques to ensure that team members are motivated, results driven and performing to their full potential
- Effective staff management to support a high functioning and results driven team
- Work effectively with U.S. Pavilion management creating two-way communication to ensure full awareness, compliance and understanding of U.S. Pavilion priorities, initiatives and activities, including the participation in cross-department meetings
- Ensure that each team member has a well-developed understanding and appreciation of U.S. Pavilion wide operations, events, activities and impacts
- Establish and conduct regular team meetings with direct reports to ensure that they are motivated to complete tasks accurately and professionally within established deadlines
- Manage rosters to ensure that the U.S. Pavilion is always staffed to the required standard
- Coordinate additional training as required to ensure a high level of compliance and consistency in performance across the team
- Effectively communicate department activity to all relevant U.S. Pavilion personnel
- Deliver on-time and accurate department reports to U.S. Pavilion management
- Support the Deputy Pavilion Director as required

General

- Work cooperatively with all U.S. Pavilion teams to contribute to a highly engaged and service-oriented team
- Adopt flexibility and a willingness to adapt to an ever changing work environment including changes to timelines, deadlines or scope of work
- Support and promote a strong safety culture by ensuring all work activities are performed in compliance with the Pavilion's Health and Safety policy
- Reinforce and promote the principles of equal employment and diversity in the workplace by ensuring that all employees and stakeholders are treated with dignity and respect
- Be familiar with policies and procedures relevant to this position and workplace
- Undertake general duties as required



POSITION DESCRIPTION

U.S. PAVILION, EXPO 2020 DUBAI