



Role Head of Projects

Industry Live Event Production – Rigging Services

Location Stevenage, UK

Reports to General Manager

Hours Full-time: 40 hours per week

Salary £50,000 to £60,000 per annum

Job Description

Expressions of interest to adam.searle@riggingteam.com

Role Overview

This key, senior role takes overall responsibility for the management and leadership of the Project Management and Inspections teams and the development of existing and potential customer relationships with business partners, such as clients, venues and other associated organisations.

Key objectives of the role include:

- To ensure the profitable and efficient delivery of production projects, handled by the Project Management and Inspection teams.
- To provide leadership, direction and line management to Project Management, Inspection and Rigging team members.
- To efficiently respond to project enquiries from the company's clients and to handle and develop customer relationships.

Key Responsibilities

1. Team Management and Commercial Leadership

- Provide line management and task allocation to members of the Project Management and Inspections team. This will include, the management of time and tasks, profitable and efficient use of resource.
- Assist with appraisal and selection of freelance crew applicants, wishing to provide services to the company.
- Be accountable for the status of all live prospects / quotes. Ensure quotes are followed up and chances of converting quotes to confirmed projects are maximized.
- Provide approval and commercial input on quotations prepared by team members. Input into preparation of tender documents and presentations for major projects and contracts.
- Analyse sales and customer data from prior years, identifying opportunities for repeat business, lapsed customer identification and client retention. Proactively follow up on opportunities identified.
- Ensure the finance team have the correct information to invoice all current projects, on a regular basis.
- Keep the General Manager and the company's systems up to date with all aspects of client contact, project progress and prospective commercial contact, both positive and negative.

2. Business Development and Financial Oversight

- Create new and maintain existing meaningful relationships with key business partners, such as clients, venues, and other associated organisations.
- Attend client visits, production and site meetings as required.
- Respond to qualified leads, produced by own research, market intelligence, professional network and pre-sales activity.



- Networking with industry professionals and customers at shows and trade events. Maintain a good current knowledge of the current trends and opportunities with the events and production supply markets.
- Identify business opportunities with the aim of efficiently maximising the project revenue and resulting profit margins.
- Assist in the preparation of sales / revenue forecasts and budgets.
- Negotiate and secure orders for quoted services to drive maximum value for money for client, combined with profitable and efficient supply by the company.

Key Skills and Experience

Essential

- Good management skills and ability to lead, motivate and coordinate a team.
- Commercially astute. Good understanding of profitability, margin protection, and cost control.
- Familiarity with the live events and entertainment industry in the UK and a good working knowledge of rigging equipment, terminology and practices.
- Eloquent. Able to write a proposal and express an idea or concept to a client or industry partner, either written or verbal.
- Numerate. Able to use spread sheets and IT to monitor budgets, profit margins etc.
- Exceptional communication skills. The ability to deal with staff and customers at all levels.

Desirable

- Knowledge of industry specific health and safety regulations and compliance requirements.
- Sales experience and the ability to coordinate a sales program, to meet revenue targets.
- Experience as an account handler or similar role.

Personal Attributes

- Proactive, self-motivated individual capable of working on their own initiative.
- Strong decision-making and problem-solving abilities.
- Highly organised, with excellent attention to detail and accuracy.
- Confident, forward-thinking, and adaptable in a fast-paced environment.
- Exceptional communication and interpersonal skills.
- A hands-on approach with the willingness to be involved in both strategic and operational tasks.

What We Offer

- Competitive salary, commensurate with experience.
- Opportunity to lead a team in a growing business in a dynamic and exciting industry.
- Collaborative and supportive working environment.
- Potential for future career development and advancement.

This job description is neither exclusive nor exhaustive, as there may be other duties and requirements associated with the post, and will be subject to review. The duties listed may be amended, as may the character of the position or the level of responsibility.