

Job Title:	Venue Operations Supervisor
Remuneration:	Circa £28k gross per annum
Line Manager:	Venue, Sales and Operations Manager
Role reviewed:	19.05.26

About Birmingham Botanical Gardens

Birmingham Botanical Gardens (BBG) is one of the UK's most significant historic Botanic Gardens. Situated one mile from the city centre, the 15-acre Grade II* listed landscape is home to around 30,000 plants and has served as 'Birmingham's Garden' for nearly two hundred years.

Following a successful funding award from the National Lottery Heritage Fund, the independent charity is embarking upon a transformational £19.45 million project, 'Growing our Green Heritage', to restore the Gardens' glasshouses, enhance visitor infrastructure and amenities, improve sustainability and expand public access to education, horticulture, heritage and nature in a unique green space in the heart of the Midlands' region. Over the next five years, this iconic Birmingham green space will safeguard and redisplay its world-class living collection and deepen the connection between local people and their urban natural heritage.

PURPOSE OF THE ROLE

The Venue Operations Supervisor plays a pivotal role in delivering exceptional events across Birmingham Botanical Gardens. The postholder ensures that all events – from weddings and corporate functions to garden-based experiences – are planned, prepared, and delivered to the highest standard.

This role bridges planning and on-the-day operations, ensuring seamless coordination between the Enterprise team, catering partners, horticulture, facilities, and external suppliers.

KEY RESPONSIBILITIES

1. Event Planning & Coordination

- Lead the planning and coordination of all confirmed events, ensuring all client requirements are captured, documented, and communicated clearly.
- Produce detailed event plans, function sheets, and operational briefs for internal teams and partners.
- Conduct pre-event meetings with clients to finalise logistics, timings, and expectations.
- Liaise with catering partners, AV suppliers, and other contractors to ensure all elements are aligned.
- Maintain accurate event records, schedules, and documentation within the dedicated systems.

2. Operational Delivery

- Act as the operational lead on event days, ensuring smooth delivery, exceptional customer service, and adherence to venue standards.
- Supervise event set-up, room layouts, equipment, signage, and décor in line with client specifications and brand guidelines.
- Oversee event turnaround, ensuring efficiency and attention to detail.
- Troubleshoot operational issues calmly and professionally, ensuring minimal disruption to clients and visitors.
- Ensure all events comply with health & safety, licensing, safeguarding, and risk management requirements.
- Support the delivery of outdoor events in varied weather conditions, including working under stretch tents and in environments affected by high winds, rain, heat, and seasonal changes, ensuring safe and professional event execution

3. Team Leadership & Collaboration

- Supervise casual event staff, volunteers, and contractors during event delivery.
- Planning of operational staff rotas
- Provide clear briefings, task allocation, and on-the-day leadership to ensure high-quality service.
- Work closely with the Venue Sales team to ensure smooth handover from sales to delivery.
- Collaborate with horticulture, visitor services, and facilities teams to ensure the Gardens are event-ready and visitor-friendly.

4. Client & Stakeholder Management

- Serve as the primary point of contact for clients during planning and delivery stages.
- Build strong relationships with clients, ensuring confidence, clarity, and a positive experience.
- Manage client expectations and provide professional guidance on event logistics and venue capabilities.
- Gather client feedback and contribute to continuous improvement of event processes and standards.

5. Administration & Compliance

- Maintain accurate event files, schedules, and operational documentation.
- Support invoicing, billing checks, and reconciliation of event costs.
- Ensure compliance with GDPR, safeguarding, and organisational policies.
- Contribute to the development and refinement of operational procedures and event delivery standards.

PERSONAL SPECIFICATION

Essential

- Experience in event planning, event operations, or venue coordination within hospitality, heritage, cultural, or visitor-attraction settings.
- Strong organisational skills with the ability to manage multiple events simultaneously.
- Confident communicator with excellent internal colleague and client-facing skills.
- Can use Microsoft applications confidently.
- Maths and English to GCSE Level 4/C or equivalent.
- Proven ability to lead teams during events.
- Calm under pressure, solutions-focused, and able to make decisions quickly.
- Strong attention to detail and commitment to high standards of presentation.
- Ability to work evenings, weekends, and bank holidays as required.

Desirable

- Experience working within heritage, gardens, or cultural venues.
- Knowledge of CRM or event management systems.
- First aid, health & safety, or licensing training.
- Experience supervising casual or volunteer teams.

Key Working Relationships

- Director of Enterprise
- Venue, Sales and Operations Manager
- Venue Sales Co-ordinator
- Catering partners
- Horticulture & Facilities teams
- Visitor Services team
- External suppliers and contractors
- Clients and event organisers

Role Requirements

- This role involves regular evening and weekend work.
- Manual handling may be required during event set-up and breakdown.
- Uniform or branded clothing may be provided for event delivery.

BENEFITS

- Pension: 4% Pension with Royal London
- Annual Leave: 20 days plus bank holidays, and 1 extra day for your birthday Staff discounts in the retail shop, café, and offers/free entry to events at BBG
- 24h Employee Assistance Programme through BUPA
- Company sick pay
- Free on-site parking

SELECTION PROCESS

How to Apply

Candidates are invited to submit:

- A current CV outlining relevant experience
- A short supporting statement (maximum 2 pages) demonstrating how you meet the essential criteria in the Person Specification

Applications should be submitted by email to jobs@birminghambotanicalgardens.org.uk with Subject Titled: Venue Operations Supervisor by **noon on Wednesday 10th June 2026**. Late applications may not be considered

Shortlisting

- All applications will be assessed against the essential and desirable criteria in the Person Specification.
- The hiring panel will shortlist candidates whose experience most closely aligns with the requirements of the role.
- Shortlisted candidates will be contacted by email and invited to interview.
- Candidates not shortlisted will be informed once the process has concluded.

Stage 1: Practical Task (30–45 minutes)

Candidates will complete a task designed to assess their:

- Event planning and operational thinking
- Ability to interpret client briefs
- Communication clarity and attention to detail
- Problem-solving in a live-event context

Stage 2: Panel Interview (45–60 minutes)

A competency-based interview exploring:

- Experience in event planning and delivery
- Supervisory and team-leadership capability
- Client-facing communication and relationship management
- Approach to problem-solving, decision-making, and working under pressure
- Understanding of health & safety, licensing, and operational compliance
- Alignment with the values and visitor-experience standards of Birmingham Botanical Garden

Pre-Employment Checks

The successful candidate will be required to complete:

- Right to Work verification
- Reference checks (minimum two references) on being offered the position
- Confirmation of availability for evening/weekend work

Timeline

Application deadline: Noon on Wednesday 10th June 2026

Interviews held: Week Commencing 15th June 2026

Please note that these timeframes are indicative and provided for information purposes only at this stage.

Further information/Queries:

Should you have any queries relating to any aspect of this appointment process or the content of this document, or wish to have an informal discussion please contact: our HR Manager via jobs@birminghambotanicalgardens.org.uk

Please also ask if you would like access support to apply for this role in a different way.

Use of AI in Applications:

We want to understand your genuine interest in our vacancy and for the written elements of your application to accurately reflect your own communication style. Applications that rely too heavily on AI tools can appear generic and lack the detail we need to assess your skills and experience. We do not use AI as part of our recruitment process.