

Event Operations Manager

Overview

Role	Event Operations Manager
Location	Enhanced Care Services HQ, Adanac Park, Nursling, Southampton, SO16 0BT
Hours	Full time - 40 hours per week
Reporting to	Head of Operations
Remuneration	£45,000-£50,000pa depending on experience
Version	October 2025

About Us

Founded in 2015 by two Emergency Medicine Doctors, Enhanced Care Services has developed into a well regarded, clinically led organisation with high standards and a clear focus on 'doing it right'. Having initially delivered enhanced and critical care to a range of events, ECS now provides medical cover to a wide variety of events each year, whilst also operating a range of urgent and emergency care and education & training. From our Hub in Southampton, we have a National reach, with extensive activity across London and the South of England.

Across the 2025 event season we delivered over 25,000 operational hours across some of the UK's most prestigious events, including the Wimbledon Championships, Pride in London and more. As an event medical specialist, ECS is a leading organisation for hospital avoidance, enhanced and critical care and exertional heat illness management.

About the Role

As an Event Operations Manager you will be responsible for the day-to-day operational delivery of our event portfolio, including tendering, planning and operationalisation. Leading a small but mighty team, you will ensure high levels of efficiency throughout the lifecycle of events, promoting quality and ensuring budgets are met. You will work closely with event organisers and stakeholders, continuing our excellent relationships as an organisation that solves problems and ensures client's needs are held central to our provision.

Reporting into our Head of Operations, you will work closely with our People & Compliance, Fleet & Equipment, Business & Finance and Clinical teams, with a focus on a team approach as part of the ECS values. You should be passionate about raising standards and hold a drive for growth and development, with experience of working as part of a small and close knit team.

You'll be a confident, organised and customer focused individual with excellent written, verbal and communication skills. A professional and enthusiastic attitude is a must. Having the right team of people working as part of our operation is crucial to its success and as no two days are the same, a flexible and proactive approach is key.

Whilst some experience of the event industry is essential, training will be provided given the specialist field of operations, particularly around the detailed medical elements.



Role Description

As an Event Operations Manager you will have a varied role, including (but not limited to):

- Lead the planning of event medical and first aid cover whilst ensuring compliance with national standards, internal policies and event legal requirements.
- Lead the event workforce, providing engagement and leadership across our event operational team.
- Ensure that costs, budgets and finances for events are managed effectively with a focus on minimising unnecessary expenditure.
- Work closely with our operations coordinators and wider operations team members to ensure capacity plans are in place and our activity does not exceed capacity.
- Drive the implementation of the ECS Strategic Business Plan in relation to event activity
- Engage with current and potential clients to provide a focus on customer service and ensuring their event receives a high quality service beginning to end.
- Have ample opportunity to join our team at events and lead operations on the ground (depending on experience).



Person Specification

Item	Essential (E)	Desirable (D)	Assessed
Qualifications and Training			
Educational qualifications in event management or planning		D	CV
Hold a full UK Driving License with no more than 3 penalty points	E		Pre-employment checks
Experience			
Be able to evidence operational leadership experience preferably in an event or healthcare setting	E		CV
Experience of the event sector and event planning	E		CV Interview
Experience of healthcare operational leadership		D	CV Interview
Knowledge of event industry best practice/compliance/regulatory requirements	E		Interview
Experience of managing budgets and implementing cost control measures to enable successful achievement of forecasted business performance		D	Interview, CV
Excellent level of literacy, with experience of using IT systems including word, powerpoint and excel	E		Covering Letter, Interview, CV
Personal Attributes			
Excellent team working and interpersonal skills	E		Interview
Great communication skills with team members and clients	E		Interview
Experience in building and leading teams	E		Interview
Willingness to learn and develop	E		Interview
Flexibility with tasks and roles to be undertaken	E		Interview
Passionate about 'doing things right'	E		Interview
Able to prioritise workload and use own initiative	E		Interview
A keenness to support the operational delivery by attending Safety Advisory Group meetings, site visits and events	E		Interview