

Associate Event Operations Manager

Overview

Role	Associate Event Operations Manager
Location	Enhanced Care Services HQ, Nursling, Southampton
Hours	Full-time - 40 hours per week
Reporting to	Head of Operations
Responsible for:	Event Operations Coordinator
Remuneration	£35,000 to £37,000 p/a
Version	February 2026

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 various events, ECS now provides medical cover to multiple events each year whilst also operating a range of NHS support, including frontline ambulance provision and a wide variety of education courses.

About the Role

An exciting opportunity has arisen to join the Enhanced Care Services (ECS) team as an Associate Event Operations Manager. Due to the ongoing and sustained growth and development of our event portfolio, ECS is seeking a passionate and enthusiastic manager to help us achieve the next level of growth and continue our drive to raise the standards of event medical cover across the industry.

As an Associate Event Operations Manager, you will oversee an assigned workstream, encompassing a portfolio of events and tasks, ensuring budgets are maintained and high-quality cover is delivered. You will communicate with organisers from various events such as motorsports, mass participation, and festivals, ensuring that we meet their needs and provide a high-quality service. You will be a vital part of our medical teams, which are comprised of experienced healthcare professionals such as doctors, nurses, paramedics, and first responders. Please note that specific training around the aspects of event medical delivery pertinent to this role will be provided.

You'll be a confident, organised, and customer-focused individual with excellent written, verbal, and communication skills. A professional, enthusiastic attitude and a passion for high standards are necessary. The success of our operation depends on having the right team of people working with us, and as no two days are the same, a flexible and proactive approach is key.



Role Description

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

- Responsible for the planning and managing of high-quality medical provision across a portfolio of small to medium-sized events within ECS.
- Ensuring that events are planned and delivered in a manner compliant with national standards, internal policies and event legal requirements.
- Creating and maintaining close working relationships with the event leadership and clinical teams.
- Ensuring that events and workstreams are delivered within their allocated financial budget.
- Creating and monitoring data sets to monitor trends and inform reports and future planning.
- Work closely with our operations coordinators and wider operational team members to ensure our activity does not exceed capacity.
- Contribute to the implementation of the ECS Strategic Business Plan for event activity
- Engage with current and potential clients to provide a focus on customer service and ensure their event receives high-quality service from beginning to end.

Leadership and Management

- Act as a role model and be an exemplar for the ECS values.
- Provide support to the Event Operations Coordinators and administrative functions in their roles.
- Ensure the Event Operations Coordinator's Personal Development Reviews / Appraisals are completed in a positive and timely manner, fostering a culture of continuous improvement within a supportive organisation.
- Forge strong relationships with key stakeholders.

Equality and Diversity

- Demonstrate an understanding of and commitment to the principles of equal opportunities, equality, and diversity, and wherever possible, promote measures that enhance equality in the provision of services.

Confidentiality

- Maintain confidentiality about personal data held for colleagues and patients, ensuring it is processed lawfully; for no purpose other than for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed by the rights of the subject to access and accuracy; and is protected from accidental loss or damage by the requirements of the Data Protection Act 1998 and ECS policy.

Safeguarding

- Act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.

Additional

- To perform any other duties commensurate with these responsibilities, the grade of the post and skill and qualifications of the post-holder.
- The post holder will ensure all activities are in line with the organisation's Care Quality Commission-related policies and procedures, making sure standards are met and improved where possible.

Please note: this role is subject to satisfactory Enhanced DBS clearance and references



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		D	Pre-employment checks
Experience			
Minimum of 1 years operational experience in either a healthcare or event setting	E		CV
Experience of the event sector and event planning	E		CV Interview
Experience of healthcare operational leadership, for example in an EPRR, control or operational capacity		D	CV Interview
Knowledge of event industry best practice/compliance/regulatory requirements	E		Interview
Experience of delivering projects in line with budgets	E		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 of working in teams in a fast paced, dynamic environment	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