



Senior Operations Manager

Permanent | Full-time

Location

Office-based

Wimbledon, London, SW19 8ND

Team Reporting and Structure

Reporting to: Head of Operations

Role Overview

Reporting to the Head of Operations, you'll play a key role in planning, coordinating and delivering events across Nineteen Group's portfolio. From initial planning and budget management through to onsite delivery and post-event review, you'll ensure operational requirements are carefully managed and events are delivered safely, efficiently and to a high standard. Working closely with Exhibition Directors, the Operations team and external suppliers, you'll help deliver successful events that meet commercial objectives and provide a positive experience for exhibitors and visitors.

Responsibilities

Event Planning and Operational Delivery

- Take ownership of the operational delivery of allocated events, ensuring all relevant operational areas are planned, coordinated and delivered to a high standard.
- Work with Exhibition Directors and the Head of Operations, where appropriate, to develop event plans, prepare budgets and forecast operational requirements.
- Create, manage and maintain a clear critical path for each event, tracking milestones, responsibilities and deadlines and escalating risks or delays early.
- Oversee the development and accuracy of event floorplans, managing consolidations and advising on layout, operational requirements and practical solutions as needed.
- Oversee the preparation, review and sign-off of exhibitor manuals and other operational documentation, ensuring information is accurate and issued on time.
- Ensure event systems, exhibitor lists, event floorplans and related records remain accurate, consistent and up to date.
- Coordinate relevant team accommodation and onsite arrangements in collaboration with the Operations team.

Budget Management and Commercial Awareness

- Manage operational budgets for allocated events, maintaining accurate cost trackers and monitoring actual and forecast expenditure against agreed budgets.
- Prepare and update forecasts, report budget variances to the relevant Exhibition Director and recommend corrective action where needed.



- Manage purchase orders, supplier payments and approvals in line with company procedures and agreed authorisation levels.
- Identify opportunities to improve cost efficiency and negotiate competitive supplier rates without compromising safety, quality or exhibitor experience.

Supplier, Contractor and Exhibitor Management

- Coordinate operational requirements across suppliers, including areas such as security, traffic management, catering, furniture, AV, feature build and other event services as relevant.
- Oversee the Operations team's support for exhibitors and sponsors, ensuring queries and requirements are handled professionally and promptly before, during and after events.
- Work with the Operations Executive to ensure exhibitor paperwork, service orders and relevant documentation are received, recorded and filed accurately.
- Provide support with exhibitor communications by email and telephone, particularly when issues need to be escalated or resolved.
- Bring creative flair to the design and development of event features, creating engaging and visually impactful spaces that enhance visitor experience.

Health, Safety and Risk Management

- Ensure appropriate health and safety planning is in place for each event, working with venues, contractors and relevant stakeholders to address operational risks.
- Review relevant risk assessments and method statements (RAMS), ensuring required documentation is obtained, checked and managed in line with event procedures.
- Monitor operational readiness and contractor compliance, escalating concerns and taking appropriate action to help maintain a safe working environment.
- Anticipate potential issues and develop practical contingency plans for build-up, show open days and breakdown.

Onsite Delivery and Post-Event Review

- Lead onsite operational delivery for allocated events, including build-up, show open days and breakdown, ensuring delivery against agreed plans and standards.
- Act as a senior onsite operational point of contact, coordinating internal teams and suppliers, making timely decisions and resolving issues effectively.
- Lead or contribute to post-event debriefs, capturing lessons learned and identifying improvements for future events.
- Ensure post-event actions, reporting and budget reconciliation are completed accurately and within agreed timeframes.

Qualifications & Experience

- Significant experience in an operations role within exhibitions, B2B events, consumer events or a comparable live-event environment.
- Strong understanding of the operational requirements involved in delivering exhibitions, including floorplans, exhibitor services, contractor coordination, build-up and breakdown.
- Experience managing event budgets, forecasting costs, tracking expenditure and reconciling budgets.



- Experience managing suppliers and contractors, with the ability to balance quality, service and commercial value.
- Good knowledge of event health and safety requirements, including risk assessments and method statements. IOSH or another recognised health and safety qualification would be an advantage.
- Excellent organisation and project management skills, with strong attention to detail and the ability to manage several workstreams at once.
- Clear and confident communication skills, with the ability to build effective relationships with exhibitors, contractors, suppliers and colleagues.
- Commercially aware, proactive and solutions-focused, with the confidence to use initiative and make sound decisions under pressure.
- Able to remain calm and effective when resolving issues, particularly in a live onsite environment.
- Proficient in Microsoft Office, particularly Excel, Word, PowerPoint and Outlook, with experience using CRM, event management and floorplan systems.
- Flexible and willing to travel for events and work extended hours, including evenings and weekends, when required.

Company Overview

www.nineteengroup.com

Nineteen Group is a fast-growing events and media business backed by Phoenix Equity Partners, serving vital sectors including security, fire safety, emergency services, retail technology, health and safety, construction, manufacturing, and more.

We build vibrant industry communities through world-class events and media, creating spaces where ideas are shared, relationships are formed, and practical solutions shape the future.

Headquartered in Wimbledon, London, with offices across the USA, Australia, Hong Kong, and Singapore, Nineteen is powered by a passionate global team. Our people live our KADI values – Kind, Agile, Driven, and Inclusive – because we're a culture-first organisation that puts our people first; we just happen to do great events too.

Equal Opportunities

Inclusivity is at the heart of everything we do at Nineteen, and that requires a diverse team of great colleagues who feel they have a clear place with us, supporting us all to grow. The more inclusive our employees feel, the better we feel and the quicker we all develop. We are keen to meet people with varied backgrounds and experiences.

We recruit based on merit, potential, and fit to our cultural values. Product knowledge we can teach.