

OPERATIONS MANAGER

JOB DESCRIPTION AND HOW TO APPLY

Closing 12 noon, Friday 18 September 2026

Collaborative // Creative // Responsive // Respectful



WELCOME

59 Prince Street, Bristol, BS1 4QH

£30,000 to £35,000 pa, depending on experience

37.5 hours a week, permanent

Reporting to the Managing Director

Closing 12 noon, Friday 18 September 2026

We're looking for someone to run the business behind the events.

We deliver the Bristol International Balloon Fiesta and solstice at Stonehenge, amongst a range of other long standing projects for our clients. None of it runs itself. And none of it runs without the systems, the office and the reporting sitting behind it.

That's this job.

ABOUT REM EVENTS

We're a Bristol-based, award-winning event management company with a national footprint and decades of expertise. We specialise in large scale outdoor events, airshows, festivals, national commemorations and complex business events.

We have partners, not clients. We handle every detail, from licence applications and emergency services coordination to safety group liaison and traffic planning. We create meticulous production schedules, site plans and event briefing documents. We're ISO 9001 and ISO 20121 certified, and members of the PSA, NOEA and BADA.

A core team of five. An extended event team of 28. A supply chain of nearly 400.

We work hard, we move fast and we get things done. We bring energy, good humour and a bit of personality to every step.

We're also working out where AI belongs in how we run the business and how we deliver for our partners. We're interested in the places it makes the work genuinely better. We're not interested in using it for the sake of it.



THE ROLE

This is a new job, and it exists because we've grown.

You'll run the internal operations of REM so the delivery team can get on with delivering. You'll design how it works and set the direction for it, and you'll do the internal operations administration yourself. Three things, really:

The systems. How we work, what we use, and how we make all of it better.

The office. Prince Street, and everything that keeps it running.

The Managing Director. Diary, inbox, board packs, client reports.

Get those three right and everything else at REM works better. That's the job.

Team administration sits in here too: contracts and onboarding, holiday and TOIL records, training, and being the person people ask when they need to know how something works.

This is a doing role as well as a thinking one. We're a small team, so you'll be hands on with the day to day, and you'll be working out how the business should run in three years. Often on the same day.

Nobody here is above rolling their sleeves up. We all do it, and we'd want you to as well.

When there's room, you'll also get the opportunity to take on a specific piece of a live event project. These opportunities will give you a better understanding of what we do, and a chance to grow your experience.

This is a job for someone on the way up. There's a lot of room in it, and whoever takes it will make it their own.

WHAT YOU'LL DO

RUN OUR OPERATIONS

- Keep the business running day to day, so the team can focus on client work
- Maintain the Team Guide, processes and policies that govern how we work
- Own our project and task management platform, and make sure the whole team actually uses it
- Find the duplication and the inefficiency, then fix it
- Roll out new systems, train the team and make the new way stick
- Help us work out where AI actually earns its place in how we work, and where it doesn't, then build the good bits into the way we run
- Look after the document library, so people can find things and trust what they find
- Watch the workload across the team, spot the pressure points, and flag resourcing early
- Keep our records, registers, insurances and accreditations in order
- Help us hold onto our ISO 9001 and ISO 20121 certifications, including audit prep and evidence

LOOK AFTER OUR TEAM ADMIN

- Run the administration behind our people: contracts, onboarding, holiday and TOIL records, training records
- Be the first person the team asks about the Team Guide, holiday, benefits and how things work here
- Keep our performance review cycle moving, and keep the paperwork straight
- Coordinate recruitment when we're hiring, from advert through to offer

- Work with the Managing Director on anything that needs a decision rather than an answer

RUN THE OFFICE

- Look after 59 Prince Street: facilities, supplies, equipment, IT and health and safety
- Be the point of contact for the building, our co-tenants and our suppliers
- Manage company assets including vehicles, kit and PPE, with the records to match
- Make sure office and phone cover is sorted across the week

SUPPORT THE MANAGING DIRECTOR

- Run the diary, and protect it
- Manage the inbox, spot what matters, and make sure nothing gets lost
- Pull together board packs, papers and briefings
- Prepare client reports, gathering what you need from across the team
- Sort travel, meetings and everything around them

AND WHEN THERE'S ROOM

- Own a specific piece of one of our event projects, working with the project team, including time on site
- Help our Communications Director with social content and our case studies
- Help pull together tenders and bids

These bits are here so you stay close to what we deliver. They're not there to crowd out the three core areas.

ABOUT YOU

You're the person people come to when something needs sorting properly.

- You're organised in a way other people notice, and the detail matters to you
- You can see how work moves through a business, and you can see where it gets stuck
- You've worked in operations, business support, office management or executive support
- You've supported someone senior, and you're comfortable managing upwards
- You can hold several things at once without dropping any of them
- You write well, and you can produce something a client or a board would be happy to read
- You stay calm when it's busy, and it does get busy
- You're confident with Microsoft 365, and you like the idea of using good systems to make a business work better
- You're curious about AI and what it could do for a business like ours, and just as clear-eyed about where it adds nothing
- You know when to be discreet, and you'll be handling things where that matters
- You're happy to travel and to work flexibly when we need it
- You're not precious about what's in your job description, and you'll do the small stuff as readily as the big stuff
- You want more than you've got now, and you're looking for somewhere to grow into
- You take pride in doing a good job

Events experience is a bonus, not a requirement. We care more about how you think and how you organise than which sector you've come from.

WORKING HERE

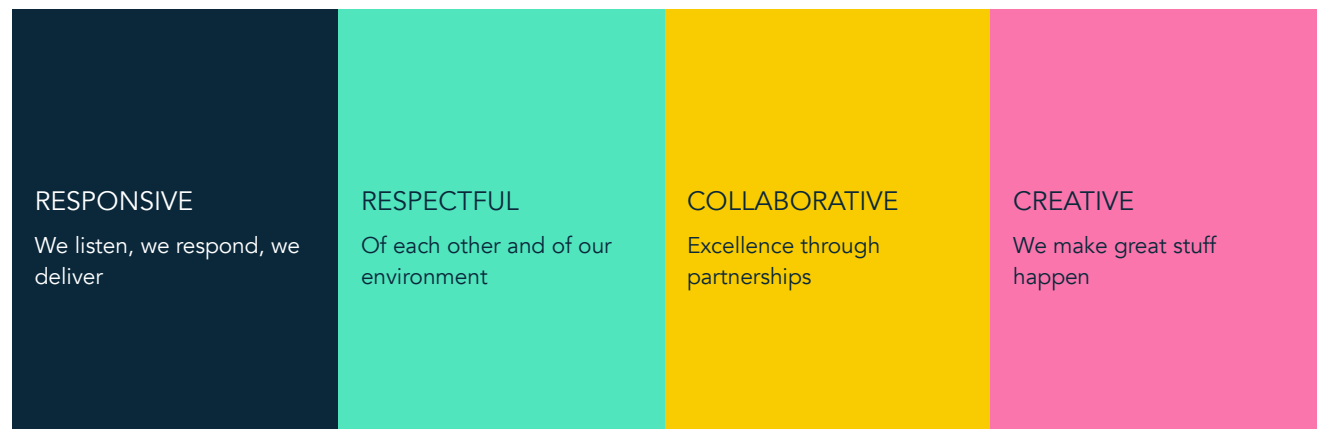
We're based at 59 Prince Street in Bristol. This role is mostly office based, which comes with the territory when you're looking after the office and working closely with the MD.

- A hybrid day on a Tuesday, Wednesday or Thursday, with Mondays and Fridays in the office
- Flexible start and finish between 0800 and 1800, core hours 1000 to 1600
- Extra homeworking days by agreement when things are quieter

Our week is 37.5 hours. Events being events, there will be busier periods with longer days, and we give time off in lieu for them in line with our Team Guide.

OUR VALUES

Four words. They shape how we work, who we work with, and how we treat each other.



WHAT WE OFFER

- 21 days holiday a year, plus bank holidays
- Company pension scheme
- We're a Living Wage employer
- Time off in lieu for weekends and bank holidays worked
- Additional time off over Christmas
- A £200 budget every year to go and experience events of your choosing
- Cycle to Work scheme
- A paid volunteer day
- A small team where your work is visible and it matters
- A front row seat at some of the best events in the country

INTERESTED?

Send us a CV and a covering letter, no more than two sides, telling us why this role interests you and what you'd bring to it.

Email it to ben@rem-events.com by 12 noon on Friday 18 September 2026.

Want to talk it through first? Call Ben Hardy, Managing Director, on 0117 927 6614. We'd rather you asked.

First interviews are in Bristol during the week of 5 October. Second interviews are the week of 12 October.

We're committed to equal opportunities and hold current Equality Register certification. We welcome applications from everyone. Tell us if you need anything adjusted for the application or the interview and we'll sort it.

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