



SWG3
100 Eastvale Place
Glasgow G3 8QG

SWG3

EVENTS DUTY MANAGER

Hours Full time (40 hours per week)

Location SWG3 Office, Glasgow

Salary Circa £34K

About SWG3

SWG3 is one of Scotland's leading independent venues — a place where creativity, community and commerce collide. What began as a group of artists' studios in a derelict warehouse has now evolved into one of Europe's most credible and loved multi-discipline arts venues; a collection of atmospheric spaces alive with art, design, music, fashion, food, shopping and nightlife.

Everyone knows SWG3 for a different reason, in a slightly different way. Sweaty gigs, pulsing club nights, experimental arts performances, global brand activations, fashion shows, a studio space — the variety of what goes on here is unparalleled in the city. And, through our exciting and ambitious Masterplan, the company is continuing to grow and evolve in even more ways, becoming a major cultural destination and tourist attraction for Scotland.

About this role

We are on the lookout for a standout, likeminded Events Duty Manager looking to join the team at SWG3, bringing with them sound knowledge and professionalism, along with a wealth of their own experiences. This is a fantastic opportunity to be part of a passionate, ever-expanding, independent organisation where you will be given the opportunity to expand your capabilities, cultivate new behaviours and entertain new ideas. This will be a demanding role; enthusiasm, drive, and a good sense of humour are all a must.

We are looking for applicants with demonstrable experience of a similar role within the events industry; someone who is operationally minded, and process driven, but also flexible enough to find creative solutions to any issues that may face them. A genuine interest of live music, club events and the arts would be useful — you'll quickly find yourself immersed in it!



EVENTS DUTY MANAGER

Key responsibilities

Event Operations

- Assist with and lead the operational planning and delivery of the event programme.
- Coordinate with event clients, promoters, touring production crews, security, medical, and technical staff to ensure events run smoothly and to plan.
- Act as Duty Manager on event days, leading the on-site event delivery team.
- Monitor crowd management, health & safety, and emergency procedures, escalating or resolving issues as needed.
- Conduct pre-event briefings and post-event debriefs with staff, contractors, and stakeholders.
- Support partners and clients with all on-the-ground operational requirements.
- Ensure all staff, contractors, and suppliers follow proper conduct and protocols in line with venue policies and procedures.
- Represent the venue professionally, liaising confidently with guests, local authorities, and the public.
- Champion a high standard of customer service, proactively addressing issues and implementing improvements to enhance the audience experience.
- Respond to incidents and operational challenges calmly and professionally during events.

Office, Administrative & Project Planning

- Create and manage staff rotas based on event requirements and staffing levels.
- Conduct Event Risk Assessments, ensuring all aspects are appropriately resourced.
- Produce detailed event documentation, including event reports, incident logs, and debrief notes—ensuring actions are recorded, shared, and followed up across departments.
- Investigate and respond to customer service issues, ensuring timely resolution and learnings.
- Take ownership of the planning and execution of events, managing them from initial briefing through to successful delivery, drawing on support from across the organisation where appropriate.



EVENTS DUTY MANAGER

Approach and abilities

With it being a role that requires sound knowledge, creative thinking and a critical eye, you'll be a well rounded, ever alert professional who has a realistic approach and a strong desire to see tasks through to completion.

This role would be particularly suitable to an individual who:

- has a personal interest in culture, live music, club events and the arts
- is extremely organised, with the ability to plan, track and monitor tasks and schedules
- is able to share and communicate information and requirements in a clear and engaging manner
- thrives in a swift-paced, deadline-based environment
- is able to stay calm, positive, focused and flexible under pressure
- is open-minded and tolerant in terms of cultural tastes and attitudes

Skills, knowledge and experience

- Experience in venue or event management, especially in a live operational/duty role.
- Strong leadership & management skills; the ability to lead a team and make decisions whilst under pressure is key to this role.
- Knowledge of health & safety, crowd management, and an understanding of emergency protocols.
- A strong eye for detail and accuracy.
- The ability to operate calmly and accurately within in a fast-paced environment.
- Excellent time management and punctuality.
- Strong communication skills, both written and verbal. Excellent radio etiquette.
- Excellent IT skills; a good working knowledge of Microsoft Office
- Willingness to work on-site for long periods of time and flexibility with working hours.
- To be self-motivated; the ability to push on and get the job completed to the best of their ability.
- Ability to work evenings, weekends, and irregular hours.



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Hours and location

This is a full-time role of 40 hours per week. Whilst our office hours are 10am - 6pm, Monday to Friday, the role involves regularly working during evenings, weekends, and public holidays.

How to apply

Please submit the following to hr@swg3.tv by **Sunday 3rd August**:

- Covering letter (no more than one side of A4)
- CV

If you have any questions regarding this position, please email hr@swg3.tv.