



Territory Manager - USA & Canada

A night-time woodland trail experience filled with magical creatures and wizarding wonders from the Harry Potter and Fantastic Beasts films. Our guests explore the sounds, lights, and special effects that bring the magic of the Wizarding World to life.

Working across several locations globally, Harry Potter: A Forbidden Forest Experience is expanding its operations and requires support to the Global Management Team.

Location:

- **Pre-Production Phase** - Remote based with travel to event sites within the USA and Canada required. Starting at two days per week and hours are typically, 08:30 to 17:00 with some weekend work required.
- **Operational Phase** – Hybrid working from September until February between remote and onsite across all event sites in the USA and Canada. Approximately five days per week and hours are typically 13:00 – 23:30
- **Visa** - The candidate must be permitted to work in the USA and either be a citizen or in possession of a USA work visa. The candidate must be willing to work in Canada and Ravenswood Exp will support this application.

Salary:

To be agreed depending on experience

Overview:

The Territory Manager role is pivotal to the successful delivery of our events in the USA and Canada. You will be the lead and main point of contact for local event managers in the USA and Canada and support the Site Delivery teams across multiple aspects of the experience, always ensuring world class delivery and exceptional customer service.

Based in the USA, but with flexibility to travel, the Territory Manager will sit within the Management Team and report directly to the Global Operations Manager and Executive Producers. The Territory Manager will be the main point of contact during the Operational Phase for all local event Managers and Teams within the Territory especially during the management of incidents/ Unplanned works and other situations as they arise and must be able to follow procedures set out by the Global Operations Manager.

Job Role:

- Responsibility and main point of contact for all operational departments including Event Managers within the territory.
- Lead on event scheduling including build, operation phase and break down for each event site within the territory including working on presentation decks for the IP holder and supporting freight deadlines within the global timeline.
- Implementation of The Event Safety Management Plans and ensuring they are updated to reflect any local laws or regulations.

- Work alongside the Global Operational Manager and local Event Managers in preparation of documents for local Authorities/Departments/Agencies.
- Implementation of Standard Operating Procedures across all functions, including but not limited to; Security, Medical, Car Parking, Guest Experience, Accessibility and Staffing
- Source and identify key local production requirements using documents and specifications provided by the Global Operations Manager eg: Staffing suppliers, security and medical suppliers, toilet providers, waste etc.
- Support the operational planning and delivery of onsite spend locations.
- Recruit and manage a team of event managers for each host city under the direction of the Global Operations Manager.
- Liaise and input into project management software including information on timelines
- Day to day management of local event managers appointed by the Global Operations Manager.
- Work alongside the Global operations team in managing Key global and territory suppliers including technical providers and Prop houses.
- Be the day-to-day emergency contact for each event manager during operational hours supporting them during large incidents and providing advice and making decisions when required.
- Budgetary responsibilities for key work streams with weekly & monthly reviews with Finance teams and the Global Operations Manager.
- Liaison with Project Finance team to ensure suppliers are PO'd and paid as per budget/ terms.
- Complete KPI (key Performance Indicators) reviews, as and when requested to by the Global Operations Manager or Global Partnerships Manager.
- Follow event procedures and guidelines when dealing with incidents on site and providing advice and guidance to Local Event Managers when incidents on their local site require escalation.

Key requirements:

- Must be able and have experience in using Google Drive and the Google suite of applications including Sheets, Word, Google Meetings.
- Previous experience managing large outdoor festivals, Illumination trails or outdoor experiential events.
- Previous budget management experience.

For more details about the project please see our website:

www.hpforbiddenforestexperience.com

Article giving details on the project:

<https://blooloop.com/brands-ip/in-depth/harry-potter-a-forbidden-forest-experience/>

If you are interested in this role, please send your CV and Cover Letter to staffing@ravenswoodexp.com

This role may be closed without notice due to the volume of applicants.