

THE GUILDHALL TRUST



TITLE: Conference & Event Co-ordinator (Fixed Maternity Cover - till April 2024)

DEPARTMENT: Event Services

RESPONSIBLE TO: Senior Conference & Events Co-ordinator

HOURS: 30hr per week

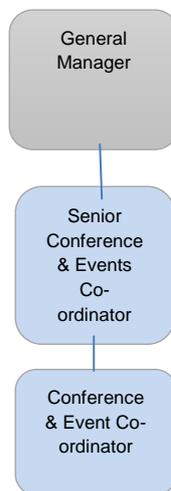
PAY: £17,628 per annum (FTE £23,500)

Purpose of Job

As part of the sales & events team the Sales & Events Coordinator is responsible for converting business to achieve the annual budget for the team and the successful execution of events via the planning & handover period. They are responsible for ensuring that all enquiries are responded to with speed, accuracy & with a focus to build a relationship with the customer, ultimately to result in repeat business and a regular client base.

In many cases the Conference & Event Coordinator will create a first impression of Portsmouth Cultural Trust and the Guildhall for potential business partners and it is therefore essential that the individual have a confident, friendly and helpful manner.

Organisation Chart



Principal Responsibilities:

1.	To handle all incoming event enquiries and to respond within 4 business hours, or 1 hour for agents. Diary management of the bookings diary to ensure all events & days are as profitable as possible. Arrange and carry out site visits to the stipulated standards.	30%
2.	Full coordination of events (corporate, private, weddings & Asian weddings), including contract, invoicing, final details meeting, function sheets, chairing the weekly Ops Meeting, liaising with clients & suppliers on the day of the event & post event feedback. Financial reconciliation & invoicing of clients in line with their contract & final event requirements.	40%

3.	<p>Building relationships with regular bookers & being the 'face of the venue'. Occasionally attend exhibitions and networking events and hosting FAM trips or showcases to promote the venue with other members of the team.</p> <p>To achieve targeted revenue of upselling per event.</p> <p>To work with the other members of the team on the annual sales strategy action points, to ultimately achieve & exceed the budgeted revenue for the department.</p> <p>To reach out to both previous & new bookers with a view to increase enquiries.</p>	10%
4.	<p>Christmas Party planning – handling enquiries and responding within 4 hours, managing provisional holds. Issuing deposit invoices. Liaising with clients for all final details, including menu pre-orders, dietaries, table plans. Creating table plans & having input on marketing. Venue dressing – including chair covers. To be present on the evening as a host & back of house.</p>	20%

Dimensions

Other

The nature of the work undertaken by the post holder will be required to work flexibly to meet the needs of the department and the wider business. This will include some evenings and weekend & Bank holiday work.

Budget

n/a

Physical

None

Location

The post holder will be located at the Guildhall in Portsmouth. You may be required to work on external events should the need arise.

Context

The Portsmouth Cultural Trust (PCT), now The Guildhall Trust, has been successfully running Portsmouth Guildhall since 2011 on a long lease. The Guildhall is one of the south of England's largest and most established concert halls with 2,000 seats. Artists have appeared there including the Beatles, the Rolling Stones, Pink Floyd to more recent top selling artists including Mumford and Sons, Twenty-one Pilots and Jack Whitehall.

The venue has promoted itself as one of the region's top conferencing and events destinations attracting more than 400 events and room hires each year. PCT have ambitious plans to invest in and develop the Guildhall, to make it one of the UK's top cultural and events venues.

The Guildhall Trust is a charitable trust limited by guarantee. This role requires a candidate who is excellent at customer service, who has a positive attitude and first-class communication skills. You will have a confident telephone manner and be able to pick up a brief and satisfy the client. You will be able to be committed to a high level of customer service.

You must be able to work flexibly across the venue as and when required.

Person Specification

This acts as selection criteria and gives an outline of the type of person the characteristic required to do the job.

Essential: without which the candidate would be rejected

Desirable: useful for choosing between two good candidates

Attribute	Essential	Desirable
Experience	<p>Previous work in a busy events office environment, to include dealing with the full life cycle of events – enquiries, site visits, negotiation, contracts, final details, function sheets & invoicing.</p> <p>Previous experience of providing excellent customer service</p>	<p>Experience of working for a charity</p> <p>Experience of account management/building relationships with clients</p> <p>Experience of handling Christmas party enquiries for an events venue.</p>
Skill/ Abilities	<p>Exceptional telephone etiquette</p> <p>To have strong computer skills with proven experience on MS Office especially Word and Outlook</p> <p>Strong written communication skills, accuracy and good attention to detail</p> <p>To be able to problem solve using own initiative and demonstrate resourcefulness</p> <p>Willing to perform routine tasks</p> <p>Ability to work flexibly, prioritise workloads and meet deadlines</p> <p>Ability to remain calm and work accurately and methodically under pressure</p> <p>Work within a team and interact with other departments</p> <p>Friendly and polite</p> <p>Able to deal with complaints</p> <p>A bright and positive attitude</p> <p>Be innovative and Pro active</p>	<p>Knowledge of Xero</p>
Education & training	<p>I.T. Training</p> <p>Customer Service experience</p> <p>English Language and Maths GCSE to grade C/4 or above</p>	<p>First aid at work</p> <p>Further education qualification in Events</p>