# JOB DESCRIPTION

## JOB TITLE: Events Co-ordinator

**REPORTING TO**: Events Manager

**LOCATION:** John Montagu Building, Beaulieu

**HOURS OF WORK**: Annualised hours - 1950 hours

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**Objectives:**

To oversee the required aspects of event planning and management, including internal and external events, at both the Beaulieu and Buckler’s Hard sites, and to ensure the smooth day-to-day running of the Events Department throughout the year.

You will have shared responsibility for the administrative tasks required to run our annual calendar of events from exhibitor and visitor bookings for events and rallies to handling customer and client enquires.

You will help organise and co-ordinate major events and organise, co-ordinate and run smaller events and assist in the implementation of new events in the future.

**Main Duties:**

* To be a team player and to have shared responsibility with other department members for all aspects of the administration of the departments’ work.
* The job role requires a large amount of administrative work and therefore a good level of computer skill is expected in Microsoft Office products. This includes taking exhibitor and visitor bookings, data manipulation, report building and mail merging. You will use our line of business application, training in the software will be given. Experience in point of sale systems or a CRM software would be advantageous.
* To assist in the administrative tasks required to run the calendar of events at both our Beaulieu and Buckler’s Hard site, to include but not be limited to – data entry, proof-reading, exhibitor mail-outs, packing up equipment for event and to see tasks through from start to finish.
* To assist with the booking, liaison and running of the external events, with assistance from the other members of the Events Team.
* To be able to work independently on assigned tasks as well as within a team when required for larger joint tasks and on event days.
* Issuing invoices and collecting payments in a timely manner for bookings, and creating comprehensive and readable financial reports such as weekly figures using our in house software.
* At all times to promote Beaulieu as an attraction and a venue to potential clients and visitors, whilst upholding the Beaulieu characteristics and aims of the company. Over time you will be expected to possess a strong working knowledge of the company to further business opportunities.
* To assist with the events taking place at our sister site, Buckler’s Hard, and handling booking enquiries and the running of the events here.
* To have responsibility to handle sales, run a small cash office at events and to be able to collate and produce simple accounts and reports of sales.
* To attend meetings, take notes and produce minutes if required.
* To ensure all telephone and written enquiries are dealt with efficiently and office systems and databases are maintained and kept up to date.
* To deal politely and in a friendly and approachable manner with all queries, complaints and compliments via phone, email and face to face.
* To be able to work weekends on most events and rallies from April to October as and when required. A smaller number of events take place outside of this period that you would be required to work.
* Maintain a professional and good working relationship with suppliers, clients and customers.
* Managing and overseeing smaller events on the day of, including problem-solving, welcoming visitors/exhibitors, directing event set-up, communicating with staff, and liaising with suppliers when required.
* On the day event tasks include but are not limited to, overseeing staff, assisting with the running of event from ticket scanning/collecting to vehicle parking, conducting event prize giving’s and opening up the office building.
* Ability to lead a small team of casual events stewards on smaller events.
* To be prepared to undertake some physical activities across a large site. Due to the nature of events - work will include lifting boxes, moving barriers, moving cones, putting up a gazebo etc.
* Although predominantly based in the office, you will be expected to work both outdoors and indoors in varying climates for event set-up, event days and event break-down.
* To adhere to the company’s health and safety policy and risk assessments in all activities.
* To work with other departments across the company, in particular the marketing and PR team to effectively promote each event to its fullest.
* To assist with the planning of proposed new events at Beaulieu and Buckler’s Hard and to pro-actively seek additions to the calendar and improvements to the existing events.
* To undertake any other reasonable tasks as requested by the Events Manager to include but not limited to assisting other departments during quieter periods.

### PERSON SPECIFICATION

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|  | **Essential** | **Desirable** |
| **Qualifications** | A – level or equivalent | Relevant degree or equivalent. |
| **Experience** | Excellent customer relationship skills.  Personal time management and the ability to work independently.  Basic money handling experience. | Direct sales experience especially by phone.  Cashiering experience.  Event organisation.  People management. |
| **Skills & Knowledge** | To be IT literate and competent in the use of Microsoft Office products, in particular; Outlook, Word and Excel.  Keyboard and inputting skills to a high level of accuracy.  Attention to detail.  Strong written and verbal communication.  Team-orientated.  Enthusiastic, flexible and pro-active approach.  Problem solving mind-set.  Ability to work to strict deadlines.  Ability to multi-task.  To uphold the Beaulieu characteristics in every aspect of the role:   * Knowledgeable * Playful * Charming * Generous/Giving * Intimate * Idiosyncratic | Additional European language – French, German, Dutch.  Technical computer skills such as database management.  Health & safety training relating to events.  Driving Licence |