

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Events Co-ordinator
<b>REPORTING TO:</b>	Events Manager and Assistant Events Manager
<b>LOCATION:</b>	John Montagu Building, Beaulieu
<b>HOURS OF WORK:</b>	37.5 Hours per week with additional hours required during the summer (see Working Pattern for more details)
<b>SALARY:</b>	£19,000 - £22,000 per annum

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### **Objectives:**

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

You will have shared responsibility as part of the Events Team 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. The role will assist in the development and implementation of new future events.

### **Main Duties:**

- To assist in the administrative tasks required to run the calendar of events at both Beaulieu and Buckler's Hard. This will include but not be limited to – data entry of exhibitor and visitor bookings, data manipulation, report building, proof-reading, exhibitor mail-outs using mail merge. As a result, a good level of computer skill is required in Microsoft Office products. Training will be provided on Beaulieu's in-house booking system. Experience in point of sale systems or CRM software would be advantageous.
- Preparing for and setting up of events including but not limited to testing and packing up equipment, setting out areas for club stands and marquees, setting up event control.
- To assist with the booking, liaison and running of the external events hosted at Beaulieu, 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.
- 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.
- 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, putting out 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 throughout the year.
- To adhere to the company’s health and safety policy and risk assessments in all activities.
- To work with other departments across the company and other companies, in particular the marketing and PR team to effectively promote each event to its fullest.
- To assist with producing event financial reports to include developing a knowledge of how budgets are prepared and overseen in order to gain a better understanding of managing events as a whole and the importance of controlling costs.
- To assist with the planning of proposed new events at Beaulieu 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 or Assistant Events Manager to include but not limited to assisting other departments during quieter periods.

## PERSON SPECIFICATION

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	A – level or events management experience.	Degree level or relevant qualification i.e. Events management course.
<b>Experience</b>	Event organisation.  Excellent customer relationship skills.  Personal time management and the	Direct sales experience especially by phone.  Cashiering experience.  People management.

	<p>ability to work independently.</p> <p>Basic money handling experience.</p>	
<b>Skills &amp; Knowledge</b>	<p>To be IT literate and competent in the use of Microsoft Office products, in particular; Outlook, Word and Excel.</p> <p>Keyboard and inputting skills to a high level of accuracy.</p> <p>Attention to detail.</p> <p>Strong written and verbal communication.</p> <p>Team-orientated.</p> <p>Enthusiastic, flexible and pro-active approach.</p> <p>Problem solving mind-set.</p> <p>Ability to work to strict deadlines.</p> <p>Ability to multi-task.</p> <p>To uphold the Beaulieu characteristics in every aspect of the role:</p> <ul style="list-style-type: none"> <li>• Knowledgeable</li> <li>• Playful</li> <li>• Charming</li> <li>• Generous/Giving</li> <li>• Intimate</li> <li>• Idiosyncratic</li> </ul>	<p>Additional European language – French, German, Dutch.</p> <p>Technical computer skills such as database management.</p> <p>Health &amp; safety training relating to events.</p> <p>Driving Licence</p>

## WORKING PATTERN

- Due to the nature of the role, you will need to be able to work weekends and some evenings on special events and rallies for which time in lieu can be taken. This work is in addition to the normal working week where TOIL is accrued for any additional hours. TOIL taken as rest days post-event.

- Due to the nature of events, working days on events are often 12 hour days.
- Work rotas will require many weekends to be worked from the start of April to the end of September. A smaller number of events take place outside of this period with some weekend work also required and also as and when new event bookings may occur.
- TOIL to be taken throughout the year (March-February as per holiday year) as rest days agreed in advance during the Summer and with the expectation that the majority of lieu time is to be taken in the winter and also by the end of December.