

## **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 core event season to work on event days (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 enquiries.

You will help co-ordinate the major events and organise and run smaller events. The role will involve assisting 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 Beaulieu. 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. A good level of computer skill is required in Microsoft Office products. Training will be provided on Beaulieu's in-house booking CRM system.
- To deal politely and in a friendly and approachable manner with all queries, complaints and compliments via phone, email and face to face.
- To ensure all telephone and written enquiries are dealt with efficiently and office systems and databases are maintained and kept up to date.
- Issuing invoices and collecting payments in a timely manner for bookings, and creating comprehensive and read able financial reports such as weekly figures using our in-house software.
- To assist with the booking, liaison and running of the external events we host.
- To be able to work independently as well as within a team when required for larger joint administrative tasks and also on event days.
- Maintain a professional and good working relationship with suppliers, exhibitors and customers.

- Although predominantly based in the office during the week, you will be expected to work both outdoors and indoors throughout the year for event set-up, event days and event break-down.
- 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.
- Managing and overseeing smaller events on the day, including problem-solving, welcoming visitors/exhibitors, directing event set-up, managing a small team of casual stewards and liaising with suppliers when required.
- 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.
- 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 assist the Events Manager with the external events taking place at our sister site, Buckler's Hard, when needed and to take the lead on the rally visits and enquiries for Buckler's Hard.
- To assist with the planning of proposed new events at Beaulieu and to proactively seek additions to the calendar and improvements to the existing events.
- To adhere to the company's health and safety policy and risk assessments in all activities.
- 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 knowledge of the company to further and introduce new business opportunities.
- 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 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>	<p>A – level (or equivalent) or events management experience.</p> <p>Driving Licence – due to the location of Beaulieu and the requirement to drive across the site on event days, possessing a valid UK driving licence is essential.</p>	Degree level or a relevant qualification i.e. Events management course.
<b>Experience</b>	Event/Project organisation.	Direct sales experience especially by phone.

	<p>Excellent customer relationship skills.</p> <p>Personal time management and the ability to work independently.</p> <p>Basic money handling experience.</p>	<p>People management.</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>Technical computer skills such as database management.</p> <p>Health &amp; safety training relating to events.</p>

## WORKING PATTERN

- Due to the nature of the role, you will need to be able to work weekends and some evenings for the events, 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.
- Due to the nature of events, working days on major events are often 12-hour days for consecutive days.
- Work rotas will require many weekends to be worked from the start of April to the end of September which is our core events season. A smaller number of events take place outside of this period with some weekend work also required.
- Our calendar is largely set in advance for the year ahead but additional event bookings can come in throughout the year so a flexible approach is required.
- TOIL to be taken throughout the year (March-February as per holiday year) as rest days and the remaining holiday year, being mindful of the workload at particular times of the year.