



POST OF EVENTS COORDINATOR

JOB DESCRIPTION

SALARY:	£24,424 per year (pro-rata) £13.42 per hour
NO. OF HOURS:	21 hours per week (working days negotiable)
DATE PREPARED:	April 2024
RESPONSIBLE TO:	Financial Controller
RESPONSIBLE FOR:	N/A

OVERVIEW: Your experience, ambition, positive attitude, and attention to detail will assist The Pickaquoy Centre Trust to deliver Events and related activities that both exceed customer expectation and drive significant commercial revenue. You will be a dynamic member of the Pickaquoy team and thrive in a fast-paced and constantly changing environment. Working closely with the Senior Management Team, you will assist in delivering strategy and plans to support business growth, building and maintaining effective relationships with all stakeholders.

PRINCIPAL FUNCTIONS: The successful candidate will pro-actively and innovatively lead on planning, coordinating, and delivering a wide range of Events across the centre and support all aspects of customer service delivery.

MAIN DUTIES:

1. To coordinate, be the main point of contact, and manage the delivery of Events across the centre to a high standard.
2. To be proactive and innovative in approach and build strong relationships with stakeholders.
3. Overseeing Events on the day of, including welcoming guests, problem-solving, directing event set-up, while maintaining excellent communication with staff and customers.
4. To plan and coordinate multiple events simultaneously and anticipating and planning for different 'on the day' scenarios.
5. Create opportunities for future business during client liaisons and from current bookings, while possessing a strong working knowledge of the company to further these opportunities.
6. To coordinate and oversee Event staff rosters and provide operational and administrative support.
7. Provide and/or coordinate training and assistance/support to employees which contributes to the effective delivery of Events.

8. To manage all email and phone correspondence and assist in marketing activity across our social media sites, in relation to Events.
9. To take overall responsibility for ensuring high levels of customer satisfaction are delivered and maintained.
10. To achieve the targets and key performance indicators (KPIs) within budgets and contribute to the monthly management report.
11. To ensure that all tasks related to events are always undertaken in respect of Health and Safety requirements.
12. To maintain up-to-date knowledge of relevant legislation, guidance and good practice relating to all areas of work.
13. To take an active role in the recruitment and selection of Events staff.
14. To ensure that all duties are carried out with due regard for the Trust's Equal Opportunities Policy along with any other associated policies and practices.
15. Remain compliant with General Data Protection Regulations (GDPR) and maintain absolute confidentiality.
16. To assist with emergency procedures ensuring the safety of staff and public.
17. The post holder may be required to work at other departments / sites operated by The Pickaquoy Centre Trust.
18. To undertake other duties as the Senior Management Team may require.

PERSON SPECIFICATION:

Attributes	Essential	Desirable
<p>Professional / Educational Qualifications –</p> <ul style="list-style-type: none"> • To hold a nationally recognised qualification in events management. • To hold or be willing to hold a Scottish Personal License. • To be willing to undertake continuous professional development. 	<p>✓ ✓</p>	<p>✓</p>
<p>Relevant work / other experience –</p> <ul style="list-style-type: none"> • To have experience within an events or hospitality environment. • To have experience of organising and delivering events. • To have a working knowledge of Microsoft office applications. • To have the ability to learn and effectively use the Trusts Leisure Management System. 	<p>✓ ✓</p>	<p>✓ ✓</p>
<p>Skills and Abilities –</p> <ul style="list-style-type: none"> • To have experience working with budgets and exceeding targets. • Ability to formulate and implement profit improvement plans for key areas of responsibility. • Excellent time management skills. • To be able to demonstrate an understanding of project management. 	<p>✓</p>	<p>✓ ✓ ✓</p>
<p>Personal Qualities –</p> <ul style="list-style-type: none"> • To have excellent communication skills and the ability to build relationships with customers, suppliers, and staff. • To be highly organised with an ability to prioritise workload, work unsupervised, and meet deadlines. • To demonstrate ability and commitment to be an effective leader within a team. • To have a confident and innovative approach to coordinating and delivering Events. 	<p>✓ ✓ ✓ ✓</p>	
<p>Additional Job Requirements –</p> <ul style="list-style-type: none"> • To be available to support Event delivery, which will include occasional late evening finishes and weekend working. 	<p>✓</p>	