



SEVERNDROOG CASTLE

Job Title: Events Co-ordinator
Reports to: Heritage Manager
Hours: Zero hours contract
Salary: £10.00 per hour

To take on the role of Duty Manager when the Heritage Manager is not on site - taking responsibility for the building, volunteers and staff. The main purpose of the role is to supervise and coordinate events such as private hire for parties, weddings and meetings ensuring the smooth running of the activity and safety of all guests. In absence of the Heritage Manager manage the day-to-day operations of the Heritage Service at Severndroog Castle to provide a high quality customer orientated service in line with existing policies and procedures.

1. Your main responsibility will be to supervise and coordinate events such as private hire for parties, weddings, meetings and the smooth running of the activity and safety of all guests
2. Supervision of a venue with a 70 person capacity
3. Act as the key point of contact for clients, guests and suppliers for each event. You will ensure all of our guests receive at all times efficient, friendly and quality service.
4. Provide immediate resolution to client queries and requests whilst ensuring our Terms & Conditions are adhered to
5. Coordinate any changes of layout during events according to the event plan
6. Welcome guests in a polite and friendly manner, consistently demonstrating great customer service.
7. Ensure standards of cleanliness and safety are maintained throughout the event and the venue is properly cleaned at the end of the event
8. Ensure all casual staff, suppliers and caterers are briefed on the safety and emergency procedures for the venue
9. In the event of an emergency, take the lead, coordinating the evacuation of the venue and liaison with emergency services if necessary

10. Ensure all requirements of the venue's Premises Licence are adhered to throughout the event, including legal requirements regarding the sale of alcohol
11. Act as an emergency first aider
12. Close and secure the venue at the end of the event when required
13. Liaise with the café/catering manager over day to day issues and co-ordination of events.
14. Deal with customer complaints and respond to any serious issues such as evacuation, accidents etc
15. To ensure compliance with all SCBPT policies with particular reference to the Health and Safety, Equal Opportunity and Customer Service policies
16. The post holder may from time to time be required to carry out other duties provided they are within the general level of responsibility of the post and within the abilities of the post holder.

Experience of staff/volunteer supervision

Experience of planning, organising and initiating a variety of events.

Experience of running events for adults and children.

Positive attitude and someone who makes our guests smile

Genuinely friendly and caring

Enjoys working as part of a team

Ambitious and hard working

Good communication and personal presentation

Knowledge of health and safety requirements for public buildings.

Ability to deal with enquiries from members of the public in person or by telephone.

Ability to demonstrate organisation skills, e.g. timetabling, work allocation.

Ability to work evenings, weekends and public holidays as required.

Involves some heavy lifting