



### Job Description

<b>Job</b>	Weddings and Events Co-Ordinator		
<b>Reports to</b>	Enterprise Manager		
<b>Hours of work</b>	37.5 hrs / week	<b>Contract type</b>	Permanent
<b>Annual leave</b>	25 days plus statutory Bank Holidays	<b>Line Managing</b>	Events & Admin Assistant & Casual Staff
<b>Work pattern</b>	Most <b>Saturdays</b> during the wedding season, during the day or into the evening, plus 4 other days normally Mon-Fri (working 5 days out of 7, Mon – Sun)	<b>Salary</b>	£22,036 - £24,128 depending on experience

### Do you love planning brilliant events, turning them into a reality for your clients?

Arnos Vale Cemetery is a Victorian Garden Cemetery in the heart of Bristol. We are an uplifting site of culture, history, nature, and wellbeing.

We host a variety of events throughout the year, including weddings, historic tours, funerals, wakes, fitness classes, markets, theatre, poetry, and film nights. We have a gift shop, venues for hire and a café with outside patio. As a charity, all our income is used to protect and enhance this special place and your role is key to generating income.

Our vision is that Arnos Vale evolves, staying relevant for Bristol's communities.



### **Our Values are Community, Conservation, Compassion, Collaboration**

These are a strong set of values that inform everything we do and we're looking for someone who is aligned with them. As our **Weddings and Events Co-Ordinator**, you'll love a challenge, be great at problem solving and take pride in making our events a real success.

We're a small team, so we all help each other out and regularly need to react to changes to ensure that the site operates efficiently and safely. You'll plan and lead on our events to make sure they run smoothly and exceed our visitors' expectations. We are looking for someone who is motivated to help this special charity thrive.

### **Role description**

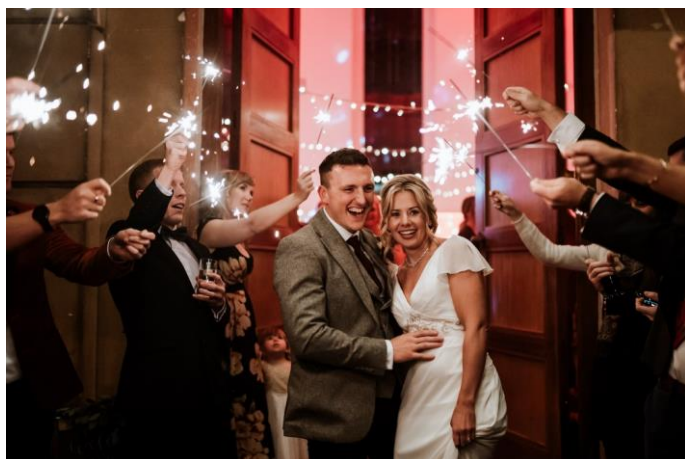
You'll have passion for creating wonderful events in partnership with our clients. You'll balance great organisational and communication skills with an eye for detail and a touch of flair. This is a busy role, so you'll need to be enthusiastic and proactive with a positive approach. You'll be an excellent communicator and love creating a warm welcome. You'll work hard to sell our venues creating essential income for this wonderful place. Within the organisation this role will be referred to as Weddings and Events Manager.

We'd love to find someone who shares our love of nature, history, and fantastic customer service. Someone who is looking for flexibility in their week. You'll work mainly on site, with occasional working days from home.

You'll enjoy being organised, responding to incoming inquiries, creating and maintaining spreadsheets and keeping our CRM up to date. You'll enter data and have exceptional attention to detail.

This role will include liaising with suppliers to make them aware of our health and safety procedures and arrange site visits to ensure they understand the quirks of our site. Regularly greeting clients, providing technical support, interacting with visitors, and following our health and safety procedures.

We believe in celebrating people's differences. So regardless of your background or personal characteristics, if you are great at what you do, we want to hear from you.



### **What a working week looks like**

On office days you will ensure that all telephone and email enquiries are dealt with promptly, in a friendly manner and in line with Arnos Vale values. You'll work with clients through the planning process, developing their event and ensuring contracts and paperwork are maintained.

You'll run show rounds of our site, selling our venue, and maximising the potential for income generation, exceeding targets.

You will record data via a CRM and comply with GDPR. You will be required to contact external suppliers, prepare function sheets, and create staff rotas.

Every Wednesday we have a team and operational meeting to go through the up-and-coming event logistics. These meetings are currently conducted digitally on Microsoft Teams; however, you'll also be asked to attend meetings with clients and the team in person.

On event days you will ensure our venues and team are event ready. You will be the point of contact on the day. With support from the Events and Admin Assistant & Front of House team you will welcome visitors, play music for ceremonies, and ensure the smooth running of the event. Over a variety of shifts you will be required to delegate tasks, assist in cleaning, setting up/packing down furniture and securing buildings.

### **Key Responsibilities**

- Answer enquiries and conduct site tours of the venue to promote the facilities to clients
- Liaise with clients directly to organise events
- Ensure that the event spaces are set-up with a hands-on approach to any physical tasks, adhering to Health and Safety regulations
- Co-ordinate the events from start to finish, some on weekends and evenings
- Manage the casual team – organising staff rotas, building team moral and training in aspects of the business and customer service, co-coordinating during events
- Work with a positive problem-solving attitude and calmly under pressure
- Create Reports – quarterly reports on event bookings and revenue
- Support the Enterprise Manager in identifying event opportunities
- Marketing – liaising with the team and working with them to help create original content for our website's blog, social media pages and printed media

### **Person specification**

Essential:

- Excellent customer service skills
- At least one years' events planning experience
- Commercial awareness
- Fantastic multitasking skills and keeping calm whilst working under pressure

- Good level of computer literacy using Microsoft Office Suite (Word, Excel and Outlook)
- Methodical problem solver
- Enjoys taking a leadership role, delegates and motivates
- Confident speaking to large groups
- High level of literacy and numeracy with exceptional attention to detail
- Willingness to work some weekends, some Bank Holidays, and some evenings
- Willingness to work in an active, physical role
- Work well within a team
- Happy to work in a cemetery

Desirable:

- Experience of working for a charity
- Understanding of event licensing
- Experience using a CRM
- Basic operations of audio and visual equipment
- Managing a team

## The Benefits

We offer all our employees a wide range of benefits including:

- A contributory pension scheme
- 25 days annual leave plus Bank Holidays (increasing year on year after 5 years' service up to 30 days)
- Opportunities for learning and development
- Wellbeing initiatives
- Workspace within walking distance of Bristol train station, free onsite parking
- Free tours of the site and a whole lot more!

Commented [AS1]: Same as above

## Recruitment policy

Arnos Vale is an Equal Opportunities employer and actively encourage applications from all backgrounds and communities. We recommended reading the **job description** and **person specification** thoroughly and describe exactly how you meet the requirements as this is the basis on which candidates will be shortlisted for interview.

We will make reasonable adjustments to the recruitment process if you have a disability or long-term health condition, or if you need something different or additional as part of the recruitment process. Please do let us know if this applies to you, or if you need this document in a different format.

### **How to Apply**

Please send us your **CV, a covering letter** (no more than two pages) or a **3 min video** explaining your suitability for the role. Also complete the **Arnos Vale Cemetery Trust Equality and Diversity** monitoring form and send to [bookings@arnosvale.org.uk](mailto:bookings@arnosvale.org.uk)

If you'd like more information, please email Adela on [bookings@arnosvale.org.uk](mailto:bookings@arnosvale.org.uk) or call on 0117 971 9117 (ext 205)