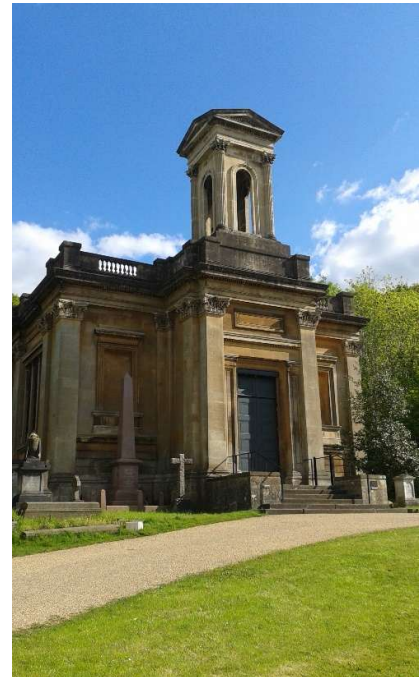




Wedding and Events Assistant Manager

Location:	Arnos Vale Cemetery
Department:	Enterprise
Report to:	Wedding and Events Manager
Responsible for:	Front of House Team
Salary:	£26,000 – £27,000 Pro rata (depending on experience) (actual £20,800 - £21,600)
Contract:	1 year fixed-term contract (April start date)
Working hours:	30 hours per week, working regular Saturdays. Working outside of normal hours, including very occasional travel, may be required.



The Anglican Chapel
©Arnos Vale Cemetery trust

About Arnos Vale Cemetery



The Underwood Centre
©Buffy Jones

Arnos Vale is a Victorian Garden Cemetery in the heart of Bristol. We're a special place, where communities come together. Our job is to ensure that Arnos Vale can be enjoyed now and saved for future generations, as a place of heritage, tranquillity, wellbeing, and wildlife.

We are a 45 acre green space in the heart of Bristol, founded 188 years ago. More than 300,000 people are buried or remembered here. Our heritage is nationally recognised with our chapels, lodges and numerous monuments are Grade II* Listed and our landscape listed as a Registered Park and Garden on the Historic England register. The cemetery is also a Site of Nature Conservation Interest (SNCI).

Vision and mission

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

Our mission is to share and enhance this special space for all.



Landscape Team with our 2024 Green Flag Award
©Arnos Vale Cemetery Trust

Values

Compassion	We are kind, sensitive and understand that grief is unique for everyone. We lead with kindness in every interaction, no matter the reason for visiting, to create trust within the team, visitors and partners.
Community	We believe in the importance of communities and strive to improve access for all. We are professional in our approach and celebrate achievements, innovative engagement and meaningful relationships.
Conservation	Looking after Arnos Vale is core to our charity objectives. We appreciate and conserve heritage and nature equally, balancing our conservation management.
Collaboration	We work together embracing diverse perspectives and backgrounds. We are well organised, demonstrating integrity and accountability. The way in which we work with one another is of equal importance to the work itself.

Enterprises at Arnos Vale

Arnos Vale is an uplifting site of culture, history and nature with 45 acres of green space in the heart of Bristol. A beautiful place with community, conservation, compassion, collaboration at its core. We have a variety of commercial activity which generates income to support, protect and enhance this special place. We have a gift shop, café, weddings, and a range of ticketed events open throughout the year. As a charity, all our income is used to protect and enhance this special place. The site opens seven days a week, including weekends and bank holidays, with events throughout the year.



Real wedding
©Bristol Contemporary Photography

We have three unique historical venues we hire out, hosting a variety of events, including weddings, historic tours, funerals, markets, corporate away days, filming productions, theatre and film nights. With three glorious wedding venues, couples come to us for our personal approach to weddings in a completely unique setting. Everyone has a special link with this place and want to cherish memories and make new ones. Events are all throughout the week, with weddings typically on a weekend.

About the role

The Wedding and Events Assistant Manager is key to generating income for the charity through the hire of both events and weddings. The role is responsible for venue hire sales, promoting, marketing and selling our unique venues. You will act as an ambassador for Arnos Vale, advocating our history, services, and charity to engage clients. You will showcase our venue at networking events and build our brand and reputation bringing in new clients and retaining regular bookers, reaching new audiences and diversifying our bookings in line with our values and maximising profitability.

Working alongside the W&EM, the W&EAM will ensure the smooth running of the weddings and events operation. From the point of enquiry to booking you will manage the planning, communications, logistics and operations, liaising with suppliers, contractors, clients and events team.

This role combines hands-on duty management with strong leadership, planning and problem-solving. You will be the point of contact on the day, consulting clients with a welcoming, personal approach. You'll lead, support and motivate the team of Events Duty leads & Events Assistants to deliver a high standard of customer service, and safety for an event to remember.

Role specific responsibilities

Event planning & client management

- Maintain strong relationships with clients, ensuring their vision is delivered
- Liaise with weddings and events clients to organise timelines with meticulous detail, through face-to-face and online meetings.
- Responsible for room hire and wedding enquiry success, ensuring timely and accurate responses. Manage pipelines and leads through CRM (Beacon).
- Conduct engaging site tours and open days of the venue to promote the facilities to clients and couples.
- Help prepare proposals, contracts, and detailed event documentation.

Operations

- Co-ordinate events from start to finish, at various points in the week, including evenings. Act as the senior point of contact on event days, oversee event setup, execution, and pack down.
- Plan operational needs for events and weddings, including diary management, staffing, room setups, contractor requirements and licencing, collaborating with internal departments.
- Ensure spaces are set-up with a hands-on approach to physical tasks, adhering to Health and Safety regulations.
- Be ready to adapt to last-minute changes and resolve issues efficiently.
- ensure compliance to our venue premises license and wedding license.
- Maintain health and safety records for events and weddings, such as risk assessments, fire evacuation procedures, team deployment, customer safety and contractor documentation.
- Create original marketing content for social media pages, copy for printed media and update venue hire listings.

Leadership

- Support, motivate and lead the team of Events Team Leads and Events Assistants. Co-ordinate the rota, assist with staff training, scheduling, and performance monitoring.
- Help recruit, induct, mentor and coach new members of the Weddings & Events team.
- Liaise with external suppliers before and during the event, as well as maintaining their contracts and health and safety information.
- Coordinate with internal departments such as catering, facilities & cemetery services.
- Work alongside the Café Manager and develop sales packages for events catering.

Administration & Financial

- Assist in achieving wedding and event revenue targets. Wherever possible upsell packages and additional services.
- Support the W&EM in developing packages, upsells and any other opportunities.
- Maintain accurate administration of contracts and invoicing through CRM system.
- Working with the W&EM, ensure that any new business enterprises are fully priced and costed with clear profit levels.
- Managing costs and spend, ensuring we stay within restricted budgets.

What we're looking for

Essential

- Previous experience in either weddings or event management/co-ordination
- Proven experience of leading and motivating a team
- Good time management and organisational skills
- Ability to manage multiple events simultaneously
- Confident talking to people, approachable and empathetic
- The ability to work under pressure and multi-task in a lively environment
- Be self-motivated to hit sales targets
- Experience and knowledge of sales management
- An understanding of what outstanding customer service looks like
- Good level of computer literacy using Microsoft Office suite (Word, Excel and Outlook)
- Flexible availability, including evenings, weekends, and holidays

Desirable

- Someone who can drive and has access to a car would be preferable, but not essential
- Practiced at selling a unique, independent venue
- Knowledge of marketing, and promoting venue hire
- Experience of using a CRM or events software
- Experience recognising sale trends and developing packages
- Experience of working in a charitable organisation
- Budget management and financial reporting skills
- Formal qualification in Events Management, Hospitality, or Business
- Experience managing contracts, invoices, and client billing

What you'll bring

You'll positively welcome feedback to grow our offer. You'll be a motivated manager, lead by example to create a warm welcome for our clients and event attendees. You'll thrive in a lively, vibrant working environment, have resilience for daily operational tasks, and be excited to discover something new every day. This would suit a driven professional with enthusiasm and a positive approach.

The work pattern

We are open seven days a week. This role will be in four days a week and expected to cover weekends and evenings.

The Benefits

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

- A contributory pension scheme
- 25 days annual leave plus Bank Holidays pro rata (increasing year on year after 5 years' service up to 30 days)
- Opportunities for learning and development
- Confidential advice & counselling through the Employee Support Programme
- Workspace within walking distance of Bristol train station, free onsite parking
- 10% discount in the Arnos Vale shop and café
- Social events
- Free tours of the site and a whole lot more!

Application process

Please send us your CV, a covering letter (no more than two pages) or a 3 minute video explaining your suitability for the role. Also complete the Arnos Vale Cemetery Trust Equality and Diversity monitoring form and send all of these to events@arnosvale.org.uk.

If you'd like more information, please email Sophie events@arnosvale.org.uk to arrange a call.

Deadline for applications: Thursday 19th February 2026

Interview

Initial Interview date: Friday 27th February 2026
At Arnos Vale Cemetery, Bath Road, BS4 3EW

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.