



Job Description

Section 1 – Description

Job Title: Events Co-ordinator - Celebrations
Location: Royal College of Physicians of Edinburgh (RCPE), Edinburgh
Reports to: Venue Manager
Date: June 2021

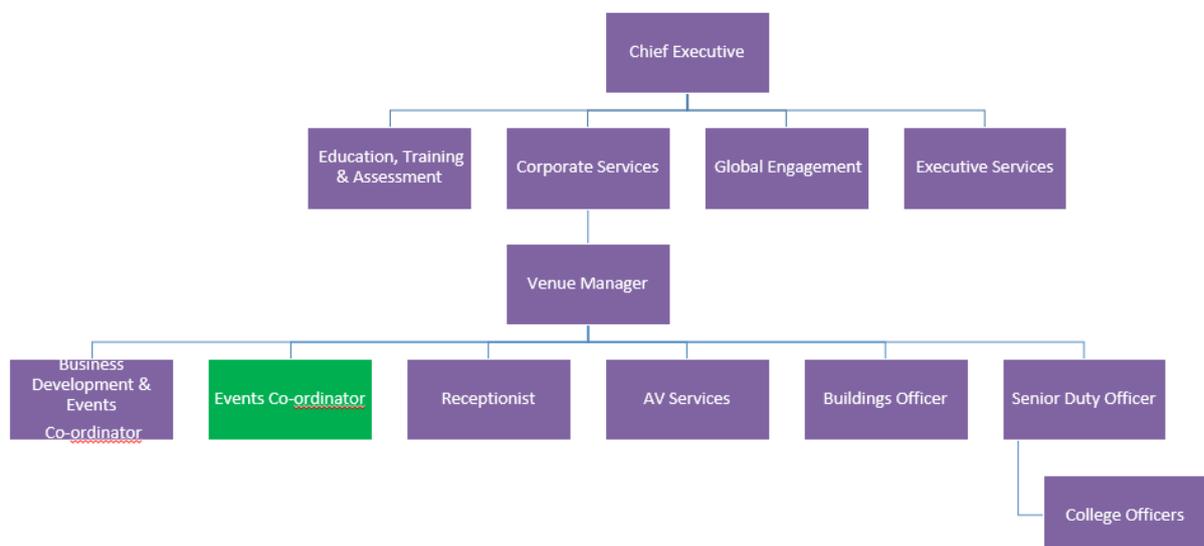
Section 2 – Job Purpose

Since 1848 the College's home has been in architecturally important interlinked historic buildings at 8 – 13 Queen Street. The College is not just a custodian of the past, and following a £3.5m investment we are now entering an exciting phase of the College's development. With the launch of our International Conference Centre in spring 2019 we aspired to become the Venue of Choice in Edinburgh.

To provide administrative support to both RCPE Ceremonial events (internal) and Celebrations (external) using College facilities and coordinate efforts of College staff to ensure smooth and efficient operation of events. Under the supervision of the Venue Manager, you will ensure pre event support is delivered professionally and expediently to the event organisers and clients as you co-ordinate their events. You will provide a high quality event service, from the initial enquiry, to securing the booking and post event feedback.

This role will provide first class event and support services by co-ordinating the efforts of College staff and suppliers to ensure smooth and efficient events service.

Section 3 – Organisation Chart



Section 4 – Dimensions

Figures for the Event team as a whole:

- Five year plan from 2021 to recover and build turnover from commercial event activity to £1m per annum.
- Number of external events per annum – 1,000+
- To quote, confirm and contract up to 300 external client events per annum.
- To quote for approximately 2,500 enquiries per annum.
- To deal with approximately 2,500 calls per annum.

Section 5 - Main Responsibilities and Role

- First contact for potential internal and external celebratory clients wishing to use College facilities providing event information both verbally and in writing.
- Provide an efficient response to enquiries which will build a strong client relationship leading to repeat business where possible.
- Prepare and issue quotations to potential celebratory event clients ensuring that information is accurate to attract bookings and by doing so increase revenue.
- To follow up on client quotations issued either by email or telephone to confirm interest in facilities or ascertain if further information is required. This will include encouraging clients to make a 'site visit' to the College in order to view the unique facilities available with the aim of securing confirmed bookings.
- To input details of provisional or confirmed College bookings into the College diary system (event database) to ensure that correct facilities and catering is booked for both internal and external events.
- Ensure that clients have completed and signed an event booking form (contract), sent event insurance details and confirming final requirements of the planned event.
- Make regular contact with the internal and external clients and College staff to ensure that the event database is up to date and accurate to ensure events run smoothly and efficiently.
- Support the executive team and office bearers in planning guestlist & table plans, event stationary & invites/registration, catering and delivery of ceremonial events on the day.
- Work to agreed ceremonial budgets and report on ceremonial event activity.
- Meet with external clients to conduct viewings of the rentable space and to go over final details before an event to ensure that all necessary information is to hand to brief the College Officers, AV Technician and other relevant staff. This ensures that support staff are well informed to deliver the event.
- Ensure that events are planned and organised within health and safety guidelines. The post holder cannot make a decision that would breach hygiene regulations or fire regulations (e.g. relating to room capacities or alternative caterers not on the Panel).
- Raise invoices on sage from booking form information. This will confirm the booking and issue a receipt for payment: this enables the post holder to keep a record of the binding contract with the client.
- Participate in marketing events both at the College and externally. This will include directing clients, assisting with any queries with regard to College facilities and presenting a professional image.
- Ensure that caterer facility fees are charged appropriately issuing invoices on a quarterly basis.
- To ensure that all clients' accounts are paid on a timely basis and any outstanding accounts are followed up accordingly in conjunction with the Finance Department.
- Any ad hoc tasks related to the role described above and required in support of other teams within the College as directed by the Venue Manager.
- Support the venue team in the development of packages, competitor analysis and make recommendations to guide the development of celebratory offerings.
- Support the Marketing & communications Manager in social media content as it relates to celebratory events.

Section 6 – Planning and Organising

- Work-streams are both self-generating and planned by the Venue Manager.
- Work comes in via email, website, post, telephone, and unplanned walk-ins on a daily basis from internal and external clients and the post holder will be required to respond and plan accordingly.
- The post holder is also expected to manage and prioritise their own daily and weekly workload and meet deadlines within the broad guidelines set by the Venue Manager.

Section 7 – Decision Making

The post holder will be required to take some operational decisions without recourse to their line manager. These will include:

- Decisions on pricing of events will be made in accordance with the pricing framework agreed by the Venue Manager and the Marketing & Communications Manager. However, the post holder will have some discretion in amending prices within agreed limits.
- Judgements on whether logistics of an event are deliverable within health and safety guidelines.

Section 8 – Internal and External Relationships

Internal

Venue Manager
Head of Corporate Services
Senior Management Team (SMT)
College Officers
Members and Fellows
All Staff
Office Bearers (President, Council and other groups)

External

External clients and Agencies
Commercial Tenants
Adjacent businesses to the College
Contractors
Church
Sub Contractors
College caterers
Competitors

Section 9 – Person Specification - Knowledge, Experience, Skills and Style Required

The post holder will require the following:

Essential

- Competent computer skills in particular in venue/event management systems such as Opera or rendezvous, Microsoft Office packages such as Outlook, Word and Excel.
- Good communication skills – both written, oral and interpersonal skills.
- Excellent numeracy and spelling.
- Experience of demonstrating to and dealing with the public.
- Good organisational and time management skills.
- Previous experience in planning and delivering events from a venue or hotel setting.
- High standard of personal presentation.
- Good understanding of menu and beverage selection.
- Adaptable and flexible approach to working.
- Able to multi-task.

Section 10 – Job Context and Special Features

The post holder must have excellent knowledge of event team activities as a whole to deputise in the case of an absence. As the team is client focused – clients are the first priority and are dealt with before other core activities, i.e. answering the telephone would take priority over processing a booking form.

The post holder is also expected to manage and prioritise their own daily and weekly workload and meet deadlines within the broad guidelines set by the Venue Manager.

Although not part of the Events Co-ordinators routine task, occasional support will be provided to Membership Services.