



## Job Description

### Section 1 - Description

**Job Title:** Lead Events Co-ordinator – Celebrations  
**Location:** Royal College of Physicians of Edinburgh, 11 Queen Street, Edinburgh  
**Reports to:** Venue Manager  
**Date:** May 2022

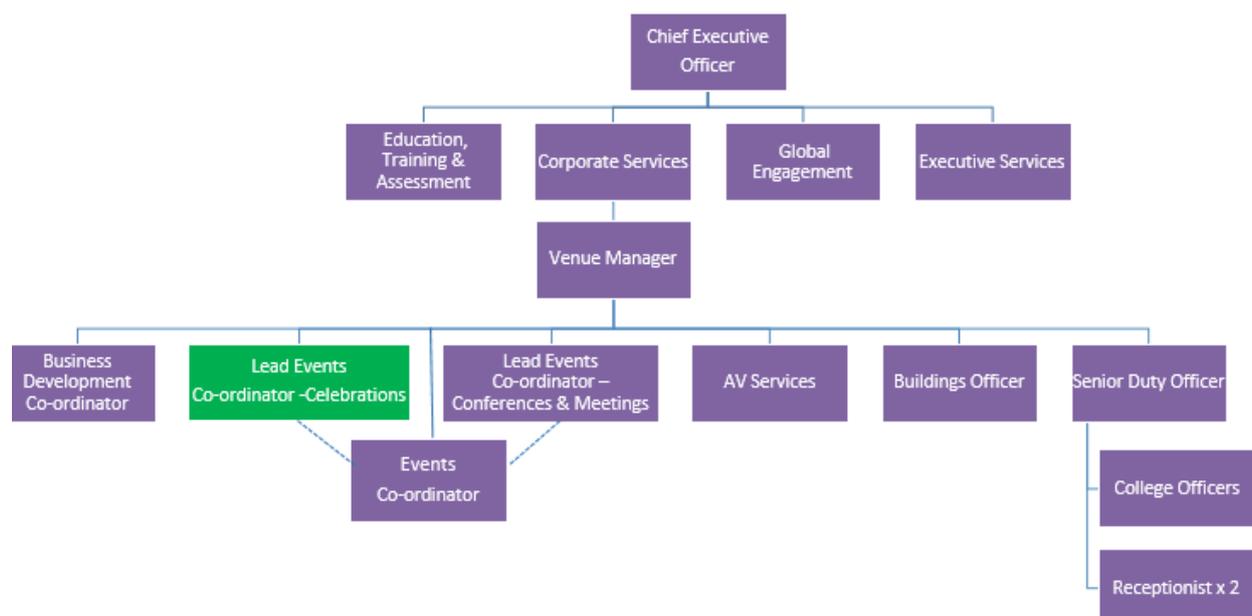
### Section 2 - Job Purpose

To supervise and co-ordinate the delivery of weddings and celebration events for external commercial clients and contribute, alongside College staff, to the organisation and delivery of a range of internal College ceremonial and celebration events. The post holder will also provide administrative support to the internal events booking service for College facilities including all conference, social and meeting spaces.

Working in conjunction with external clients and College teams, 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 event services.

### Section 3 - Organisation Chart



## Section 4 - Dimensions

Figures for the Events 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

### Lead Events Co-ordinator

- With support from the Venue Manager, supervise delivery of the College's commercial celebration events and internal ceremonial activities, including providing guidance and training to colleagues where required.
- Support and advise the Events Co-ordinator in their day to day activity, and report on the business activity as a whole.
- Allocate celebration events to the Events Co-ordinator, whilst taking the lead on complex and/or larger ceremonial and commercial events.
- Support the Venue Manager in the development of event packages, competitor analysis and make recommendations to guide the development of the celebration and ceremonial offerings.
- Work with the Business Development Co-ordinator and College marketing team to develop marketing and social media content and programmes as they relate to celebrations.
- You may be required to support the Lead Co-ordinator - Conferences and Meetings in their activities from time to time and dependent on the balance of workload.

### Events Support Co-ordinator

- Be the first contact for potential internal and external celebration 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 celebration 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.
- 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. Raise invoices on Sage from booking form information, ensuring 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.

## **Section 6 - Planning and Organising**

- Work-streams are self-generating, planned by the Venue Manager and determined by the College's celebrations schedule.
- Work comes in via e-mail, 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 as well as that of the Events Co-ordinator, 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. 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.
- Supporting the Events Co-ordinator, with day to day decisions.

## **Section 8 - Internal and External Relationships**

### **Internal**

Venue Manager

Lead Co-ordinator – Conferences and Meetings

Business Development and Events Co-ordinator

Events Co-ordinator

College Marketing Team

Head of Corporate Services and other members of the Senior Management Team (SMT)

College Officers

Members and Fellows

All Staff

Office Bearers (President, Council and other groups)

### **External**

External clients, Agencies and Competitors

Commercial Tenants

Adjacent businesses to the College

Contractors and Sub Contractors

Church officials

College caterers

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

### **Essential**

- Experience in planning and delivering events from a venue or hotel setting.
- Well developed people skills ensuring the delivery of a high level of customer service.
- The ability to establish and maintain effective working relationships with a wide range of stakeholders.
- Experience of demonstrating to, and dealing with, the public.
- Strong communication skills – both written, oral and interpersonal.
- Good organisational and time management skills.
- Self-motivated with an adaptable 'can-do' attitude.
- Ability to manage potentially conflicting priorities and multi-task.
- Competent computer skills, in particular in venue/event management systems such as Opera or Rendezvous.
- Experienced in the use of Microsoft Office software including Outlook, Word and Excel.
- Excellent numeracy skills and attention to detail.
- Good understanding of menu and beverage selection.
- High standard of personal presentation.
- Adaptable and flexible approach to working.

**Desirable**

- Degree or equivalent demonstrable experience in a relevant discipline.

**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 Lead Co-ordinators.