**Job Description**

**Title:** Events Co-ordinator

**Salary:** £26,912

**Hours:** 35 hours. The needs of this busy venue are fluid and working in this role is not always 9am-5pm/ Monday to Friday. You agree to work flexibly over a 7-day week when required, which may include unsociable hours, weekends and bank holidays; this will be allocated on a roster basis

**Accountable to:** Senior Events Manager

**Location:** Liverpool Cathedral

**Context**

Liverpool Cathedral is a world class events venue, delivering anything from small scale conferences and meetings in our Sir Giles Gilbert Scott Suite, to major headline grabbing art installations, from classical concerts or pop gigs to corporate dinners. The range of activity makes Liverpool Cathedral one of the most exciting places to work for events professionals looking for a challenging and rewarding next step.

The Events Team is a crucial part of the Enterprise team, which serves to generate income to help the Cathedral to maintain free entrance and further its life and work. We help the Cathedral make significant connections with the city, the city region and beyond and through our work contribute significantly to the visitor economy. Although working effectively with all departments within the Cathedral community is vital to its success and smooth running, the principal focus of this role is outward facing. Being an ambassador for the Cathedral, it is crucial to have sympathy with the faith and ideals which underpin its life.

**Job Structure**

The Events Coordinator is responsible to the Chapter through the line management of the Senior Events Manager, and Director of Enterprise. The post holder works within the Events & Enterprise team as well as working daily alongside the Cathedral Staff (operations, volunteers, etc.) and in-house Caterer to ensure a high standard of service and experience to its clients and visitors.

**Objectives**

Work closely with the Senior Events Manager to deliver a varied programme of corporate and other events at Liverpool cathedral to ensure customer satisfaction, commercial success, and wherever possible on-going client relationships.

**Main Responsibilities**

* Coordinate and administer the planning of corporate events, including gala dinners, concerts, awards evenings, and graduations ensuring they meet customer expectations
* Take responsibility for operational and administrative functions to fulfil event needs
* Be a first and point of contact for customers and customer enquiries
* Support the delivery of the cathedral’s cultural events programme
* Ensure that the cathedral delivers excellent customer service and quality delivery
* Help coordinate the cathedral diary, ensuring that a complex pattern of events and bookings work harmoniously together.
* Work closely with the in-house team to help deliver the smooth running of cathedral logistics.
* Where necessary support the Events Administrative Assistant in the planning and delivery of events within the Cathedral, working alongside other cathedral departments.
* Develop and maintain client and supplier relationships
* Coordinate operations and administrative functions to fulfil event needs.
* Conduct site visits, client meetings and deliver events onsite.
* Ensure that events are properly planned and delivered within budget and in line with cathedral terms and conditions, policies, and booking processes.
* Ensure events are appropriately risk assessed and documented.
* Other tasks and responsibilities as reasonably expected and commensurate with this and our business requirements.

**Person Specification**

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|  | Essential Requirements (Desirable marked \*) |
| Qualifications | * GCSE English & Maths at Grade C or above
* Degree level\*
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| Experience | * Relevant experience in events/ venue/ operations background
* Proven experience of organising events
* Experience of working in sales and/or operations\*
* Experience of working in a visitor attraction or heritage site\*
* Excellent verbal and written communication skills, proven ability to forge and develop, client, supplier, and stakeholder relationships.
* Ability to work on multiple projects simultaneously, to tight schedules and deadlines
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| Knowledge & Skills | * A confident communicator who can direct, influence and motivate others.
* Excellent verbal and written communication skills, with the ability to quickly develop rapport
* Exceptional organisation skills, attention to detail, time management.
* Ability to prioritise tasks to meet deadlines
* Financially aware, ensuring client satisfaction and best value for the organisation
* Proficient IT skills – Microsoft office, Office 365
* Demonstrates a working knowledge of the cathedral and its role within Liverpool\*
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| Personal Qualities | * Approachable and friendly
* Agile with the ability to problem solve with a level head
* Keen attention to detail, methodical
* Collaborative attitude to work as part of at team
* Willing to take ownership and responsibility for completing a task
* Diplomatic
* Flexible
* Well presented
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| Work related circumstances  | * To be in sympathy with the work and mission of the cathedral.
* Ability to work early mornings, evenings and weekends as required.
* The position will require some lifting and manual handling
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**The post holder must be in sympathy with the aims and ethos of the Church of England.
The post holder must also fully support the Values of the Diocese of Liverpool/Liverpool Cathedral.**

**About Liverpool Cathedral:**

Liverpool Cathedral was built by the people, for the people to the glory of God and a place of Encounter. It is one of the country's most important buildings. Grade 1 Listed it is the fifth largest cathedral in the world. We are a working cathedral delivering at least three services per day, 365 days per year. We are also one of the region’s most important tourism venues – welcoming over 600,000 visitors in 2023. We have been awarded the Gold Award for the last three VAQAS assessments (from Visit England) and we are the current holders of the Large Visitor Attraction for Liverpool City Region, won at the region’s tourism awards - hosted at the cathedral.