

Northorpe Hall Trading Company

JOB DESCRIPTION

Job Title:	Northorpe Barn Venue & Events Manager
Hours:	22.5 hrs to 30 hrs by negotiation– Regular Weekend & Evening working
Pay:	£25,000 per annum pro rata 37hrs FTE
Line Manager:	Director, Northorpe Hall Child & Family Trust
Purpose of the Post:	To be responsible for the effective and smooth running of all Weddings and similar celebrations and events which take place generally on a weekend. Ensuring the Northorpe Barn offers well-managed events and weddings, generating income for the charity.
Based:	The Northorpe Barn, Northorpe Hall, Northorpe Lane, Mirfield, WF14 0QL.

Context:

Northorpe Hall Child & Family Trust is an independent charity working to improve the mental health and emotional well-being of children and young people facing challenges. The Northorpe Hall Trading Company (trading as The Northorpe Barn) runs weddings and events at weekends in the barn. All profits from the Barn return to the Trust to support its charity objectives. This role has responsibility for all Trading activity including weekend events and weddings.

The Trading Company Management Group is a sub-group of the charity Trustees with delegated decision making for the Trading Company. The postholder will report to the group and provide guidance and recommendations to inform the groups decisions.

DUTIES AND RESPONSIBILITIES

The Trading Company Manager is responsible for:

- Managing and developing the Trading Company to generate income for the charity. All profits are donated to the charity.
- Devising and developing service offer, pricing, promotion, and sales
- Managing finances to ensure security, efficiency, controlled costs, and good record keeping
- Managing staff, training, performance, quality, systems and relationships with suppliers and others
- Ensuring work, events and activities meet health & safety, licencing, legal, HR and other requirements
- Maintaining good relationships and positive relationship with those working in the charity, neighbours, other organisations, and the media

Key duties:

Managing the business

- Understanding the market in which the Trading Company operates, competitors and opportunities
- Managing and developing the Trading Company to generate income for the charity
- Developing and reviewing services and activities, pricing, and promotion as required
- Managing company and staff performance, customer satisfaction, record keeping and quality, sustaining a good reputation
- Managing finances and finance processes and controlling costs
- Managing relationships with suppliers and other services, for collaboration, reliability, quality cost efficiency.
- Ensuring good communication across the staff team and with the charity, including managers and trustees
- Ensuring good record-keeping and reporting to the Trading Co Management Group, supporting the group to make longer term decisions about the Trading Company.

Northorpe Hall Trading Company

Managing staff

- Organising and completing the recruitment, selection and management staff, including work placements and volunteers.
- Planning, recruiting, managing, and developing staff including Wedding Co-ordinators and assistants
- Allocating work and ensuring support and accountability through regular one-to-one's
- Ensuring good practice on equalities, inclusion, and staff welfare
- Following HR processes and policies and keeping appropriate records
- Liaising with charity managers for formal HR processes or any issues which may impact on charity reputation or work
- Developing, implementing, and maintaining systems of work, managing and supporting staff to follow and develop them

Customer Service

- Ensuring good communication with customers and potential customers, ensure team are responding to enquiries, requests and complaints by email, phone, on paper and in person
- Ensuring good systems for recording and retrieving customer contacts
- Securing and documenting sales agreements
- Ensuring timely and accurate invoicing and payment of invoices
- Devise and manage discounts and promotional offers
- Follow up after service, ensure feedback from events is sought and reviewed

Ensuring quality events

- Ensuring Wedding Co-ordinators are managed and supported to ensure events are well prepared and run safely with appropriate staffing
- Ensuring health and safety is a key priority of the Trading co and assessments and documentations are undertaken and in place
- Ensuring all licences, agreements and legal obligations including Health and Safety are in place and adhered to
- Ensuring Co-ordinators and other staff maintain good communication with customers and other stakeholders
- Ensuring learning and feedback from events, dealing with any complaints escalated from Coordinators

General

- To ensure good systems of work are in place and adhered to.
- To ensure the barn and other parts of the wider site are used and managed safely during events. Any building or property concern should be raised quickly and efficiently with the site manager.
- To develop collaborative, positive working relationships with other managers, staff, and volunteers, supporting wider organisation activities and aims
- Encourage and support volunteers, including young people, to be involved
- To keep accurate records using the organisations systems
- Provide reports and information about the service as required
- To ensure implementation of plans, policies and procedures as required
- To undertake other duties as instructed by the Director

Northorpe Hall Trading Company

Northorpe Barn Wedding & Events Manager

PERSON SPECIFICATION

Northorpe Barn Weddings & Events Manager holds the vision of the organisation's aim to generate income for Northorpe Hall Child and Family Trust through the established events & weddings services using the charity's 500-year-old barn and associated facilities.

A key part of the role is the continued development of the Charity's trading subsidiary and identifying opportunities for other services, fundraising and income generation.

The postholder will line manage a small team of Wedding Co-ordinators and Events assistants. They will oversee and manage the Co-ordinators who will have responsibility for individual events and will be involved in some events and may be required to step in for absent Co-ordinators or Assistants where necessary. This will mean working some weekends and evenings.

Northorpe Barn Weddings & Events Manager will review feedback and deal with any complaints or issues which may arise. They are responsible for establishing and sustaining systems of work and all associated documents. Health and safety is an important part of the role, ensuring all events have been adequately reviewed and safety systems are followed. Marketing, sales, and promotion will ensure continuing success and growth of the business.

Northorpe Barn Weddings & Events Manager ensures all legal aspects of the trading are in place including licences and service level agreements, and health regulations are valid. They will ensure good communication to raise the profile of the business.

Essential Criteria - To be considered for this job you must:

1. Be able to take the lead in managing and developing the business.
2. Have significant experience of managing weddings or similar events and of managing a team of staff in a hospitality or events service
3. Have an understanding and experience of successful sales, promotion and marketing work.
4. Have experience of negotiating services and costs with suppliers and pricing services to ensure sustainable profits.
5. Demonstrate championing good customer service and experience. Ensuring team are well trained, positive ambassadors of the organisation and are willing to go the extra mile to give guests the best possible experience. Respond positively to customer needs feedback and constantly strive for improvement.
6. Be able to work independently, making decisions and keeping good records, dealing with unexpected situations as required.
7. Have excellent and confident communication abilities with a wide range of people using phone, face to face, electronic and written methods.
8. Have experience of managing Health and Safety and licensing requirements in an events or similar environment. Ideally have a personal licence for sale of alcohol.
9. Support the values and purpose of Northorpe Hall Child & Family Trust.
10. Be eligible to work in the UK and accept that a DBS check, safeguarding training and positive references are required as part of a safer recruitment process.

In your application, please ensure you demonstrate that you meet the above criteria.