

# The Northorpe Hall Trading Co

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Wedding &amp; Events Co-ordinator</b>
<b>Hours:</b>	18 hrs to 22.5hrs per week by negotiation – Regular Weekend & Evening working (Hours will be annualised – you will be expected to work longer hours in busy months and less in quieter periods) <b>2 Posts available</b>
<b>Pay:</b>	£22,000 per annum pro rata 37hrs FTE
<b>Line Manager:</b>	Trading Company Manager
<b>Purpose of the Post:</b>	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.
<b>Based:</b>	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 on evenings and at weekends in the barn. All profits from the Barn return to the Trust to support its charity objectives. This role has responsibility for delivery of these events and weddings.

### **DUTIES AND RESPONSIBILITIES**

- The Wedding & Events Co-ordinator is responsible for planning and delivery of individual weddings and events, including set up and clear up
- Meeting prospective customers with a view to booking an event or wedding. Identifying requirements and completing sale
- Ensuring all deposits, orders and invoicing is in actioned in a timely manner for event.
- Event management at event including staffing rotas and organisation and planning of supplier's services. E.g. catering/DJ/Bar
- Maintaining high levels of safety at individual events. Including site security.
- Ensuring good customer service and delivering safe, high quality events and weddings.

### **Key responsibilities:**

#### **Customer Service**

- Ensuring good communication with customers and potential customers, responding to enquiries, requests and complaints by email, phone, on paper and in person.
- Sales and Enquiries – to ensure sales enquiries including viewings are well run and clients needs are met. Ensure all sales opportunities are identified.

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- Before, during and after the event, co-ordinate and ensure good communication with customers and other stakeholders
- Host individual meetings and communications with clients to finalise details of event or wedding.
- Ensuring paperwork and invoicing is maintained to a high level and dealt with promptly
- Ensuring timely and accurate invoicing and payment of invoices
- Manage discounts and promotional offers as authorised by Manager
- Respond to and aim to resolve complaints, escalating to the Manager as required

### **Managing events and directing staff**

- Ensuring events are well prepared and run safely, dealing with other third parties as required
- Ensure clear agreements and communication with suppliers in relation to specific events
- Work with Coordinators and the Manager to plan staffing rotas of for events.
- Support the Manager with recruitment, selection, training and development of staff
- Allocating work to Assistants in preparation for events and meetings, during events and after events
- Providing direction, feedback, training and support to Assistants before and during events
- Ensuring appropriate staffing levels for individual events including rotas for assistants
- Preparation of barn and site and clearing up afterwards, working with the wider team as required.
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- Provide information, reflection and feedback to the Manager about events to include third parties or suppliers as necessary, to inform improvements and learning

### **General**

- To develop good working relationships with other staff and volunteers
- To raise concerns with their line manager promptly, identifying potential solutions or changes to problems and concerns.
- To assist with events and activities as required.
- Encourage and support volunteers, including young people, to be involved
- To undertake other duties as instructed by the Director

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## Wedding and Events Co-ordinator

### PERSON SPECIFICATION

The Wedding and events Co-ordinator ensures that we deliver high quality, well managed safe events. These events will be mainly Weddings held on a weekend, but we also host other celebrations and activities and events in our 500 year old barn to raise funds for our charity.

The Wedding and events Co-ordinator will be responsible for and will manage the individual event from initial enquiry to hosting, after care and feedback.

The Co-ordinator will not directly line manage staff, but will have responsibility for directing a team of staff at the individual wedding or event. They will work closely with other staff and coordinators on planning rotas and staff availability.

During the lead up and the actual events and Weddings, the Co-ordinator will be the key member of the Northorpe Barn team, working closely with suppliers and caterers to ensure the smooth running of services.

The co-ordinator will be the key contact for the customer/client. Outstanding customer service skills are essential often dealing with last minute requests or issues in a positive and professional manner.

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

1. Have experience of planning and managing events. Ideally, have some experience of organising weddings.
2. Have experience of taking bookings and selling services at a venue. Being confident to identify needs of clients and identify opportunities for sales.
3. Have experience of maintaining relationships with suppliers including catering and wider event services.
4. Be able to plan, and direct staff in a range of roles to deliver quality, well managed, safe events.
5. Be able to plan and work independently, making decisions, including dealing with crises and unexpected situations
6. Have excellent and confident communication abilities with a wide range of people using phone, face to face, electronic and written methods.
7. To be a confident and conscientious record keeper.
8. Pride yourself on great customer service. Be willing to go the extra mile to give guests the best possible experience. Respond positively to customer needs and instil this ethic with the entire Events team.
9. Understand Health and Safety and its importance. Be confident in the safe practice in preparing and serving food and its associated challenges, lifting, handling and cleaning. Ensuring guests are safe at all times by identifying risks at events and managing them ensuring that policies and guidance is adhered to at all times.
10. Support the values and purpose of Northorpe Hall Child & Family Trust.
11. Be eligible to work in the UK and accept that an enhanced DBS check and positive references are required as part of a safer recruitment process and be willing to undertake Safeguarding training to level 1.

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