



EVENTS CO-ORDINATOR

ROLE OVERVIEW:

- The effective organisation and co-ordination of private room parties, boardroom and conferencing events
- Liaising with clients on the day of their bookings to go over running orders to exceed guest expectations
- To construct and communicate function sheets with internal departments
- To run the entire event, which includes directing the staff

KEY DUTIES AND RESPONSIBILITIES:

- Be the consistent point of contact throughout the production process
- Book any required event supplies, furniture and /or entertainment required
- Actively up-sell the products and facilities of the venue across all departments
- Ensure all necessary paperwork is completed to strict deadlines
- Effective communication with operational management throughout the event process ensuring management have a full understanding of client requirements
- Regular and effective communication with event sales team to receive a complete understanding and handover of planned events
- To delegate and ensure event staff are completing their duties
- Manage the entire room which includes the control of music, lighting and other technical equipment
- Ensure all issues reported by operations team that affected a guests visit are raised through the appropriate channels to ensure that customer care standards are maintained and exceeded

REQUIREMENTS:

Essential:

- Computer literate with at least one years' experience organising events
- A sales driven individual with an outgoing, bubbly personality
- Exceptional time-management skills – planning and diplomatically managing the expectations of others
- A highly organised, focused and resourceful individual
- Great interpersonal skills - to be able to communicate effectively and build rapport with others
- Customer service – a natural understanding of genuine customer service

Desirable:

- Proven financial acumen
- Conference operations experience
- Knowledge of event CRM system