

Job description

Job title:	Wedding & Events Co-ordinator		
Department:	York Venues	Contract:	
Reporting To:	Wedding & Events Manager	Hours per week:	37

1. Job purpose

To supervise the operations of the York Venues event host team and to co-ordinate weddings and events including sales, operational delivery and administration, ensuring high quality customer service, excellent sales conversions and sound budget control.
To cover the Wedding and Events Sales Supervisor's tasks when needed

2. Dimensions

- To deliver booked weddings and other day or evening events (around 150 per year) across all sites
- Oversee Wedding Host staffing at events (events containing up to 200 guests at Hospitium and 300 at Yorkshire Museum) daily from 9am – 1am for weddings, 7am – 7pm for conference events and 4pm – 1am for evening events.
- Ensure the delivery of exceptional customer service at York Venues events across all sites
- Interact with Clients from initial enquiry until event completion ensuring they are fully satisfied with their experience with York Venues
- Responsible for the team of Wedding & Events Hosts ensuring they are briefed ahead of the events and fulfil their duties during working hours.
- Responsible for the maintenance and upkeep of the Hospitium, our primary venue.
- Responsible for York Venues payroll.

3. Principal accountabilities

- To provide excellent operations and service at Venues' events across all YMT sites
- To co-ordinate and plan logistics and requirements for all events to ensure smooth and successful event delivery.
- To work with the Wedding and Events Manager to develop and execute team plans to increase revenue whilst and providing excellent operations and service.
- To supervise York Venues flexible seasonal staff at events across all YMT sites communicating regularly with all the York Venues team to ensure clear understanding of event requirements, providing feedback and praise
- To host Weddings and Events, including weekends and evenings when required including moving furniture and equipment whilst being aware of and implementing health and safety and fire evacuation procedures at the Hospitium.
- To ensure that site managers are aware of the operations details of the events booked into their venues, maintaining and updating this information as required
- To organise York Venue staffing rotas,

- Manage cleaning and Security contractor for YV events to ensure the venues are presented optimally and venues and staff are safe during events.
- Co-ordinate Security for all YMT sites and departments
- Manage and update the York Venues social media pages (Facebook, Twitter and Instagram)
- To contribute to the development and implementation of the venues business and communications strategy through the organisation of open days, venue showcases and wedding fairs
- To work closely with the Wedding and Events Sales Supervisor, sharing tasks, responsibilities and workload, covering each other's duties as required.
- To deal with sales enquiries via phone, email or face to face, to maximise sales and cross sell the York Venues portfolio when needed; Conducting structured show-rounds of the venues within the portfolios to prospective and existing wedding and event clients and take a flexible approach to the requirements of clients
- Play a key role in securing our financial targets. Ensuring we receive repeat business through excellent event execution, planning and directing. To maximise sales by upselling wherever possible throughout the sales and planning journey of the client
- Be involved in the planning stages of new packages and other business ideas
- Take on the responsibility of the Hospitium building to include, making sure regular checks are performed, maintenance tasks have been completed, cleaning is to a high standard and the building and its contents are in full working order

Other duties

- Promote and develop equality and diversity in line with YMT Equality Statement.
- Other duties may be required from time to time which are consistent with the grading of this post

4. Key performance measures

- Increased number of sales monthly / annually which will show on the department reports
- Customer service level is maintained – receive and respond to calls, emails in an appropriate and timely manner
- Continued positive feedback received from Clients online and via letter, email and phone.
- Colleague and Staff daily interactions and communication

5. Knowledge, skills, experience and behaviours

Knowledge

- Hospitality qualification (desirable not essential)
- First Aid at work qualification
- Knowledge of Microsoft packages, in particular Excel

Skills

- Excellent communication skills
- Ability to work using own initiative and to manage time effectively
- Experience of dealing with complaints and difficult situations whilst working under pressure

- YMT has a strategic commitment to increasing its digital skill base. The post holder should be able to demonstrate competence in one or more of the following areas:
 - Digital recording – e.g. photography, sound, video
 - Social networking – e.g. twitter, Facebook

Experience

- Substantial experience of working in the wedding and events industry
- Experience of supervising teams
- Experience of dealing with complaints and difficult situations whilst working under pressure
- Sales and marketing experience

Behaviours

- Excellent team member, supportive to colleagues and other departments encouraging the 'one team' mind-set across YMT
- Confident in customer facing role and amongst peers at networking events
- Keen to learn and adapt to changing circumstances in the work environment quickly
- Flexible approach to work and willing to work unsociable hours and weekends
- Commitment to and advocacy of equality, diversity, inclusion and anti-racism and understanding how these apply to the role

6. Key relationships

The role of Wedding & Events Operations Supervisor communicates primarily with the Wedding & Events Manager, Sales Supervisor, the Wedding and Events Host team and Head of Visitor Experience

More widely they will communicate with the Gardens Manager and team and the Museum and Gallery Managers and teams relaying details for the upcoming events at their site, managing staffing requirements for each event. and also arranging site Security as per each Managers requirement

Further to this the role will communicate frequently with Health and Safety Team to ensure standards are met and maintained and the Marketing and Communications Team to publicise any upcoming events utilising the whole YMT platform

York Museums Trust

7. Organisation chart

