**Culture Perth and Kinross**

**Job Description**

**Job Title** Commercial Events Co-ordinator

**Salary**  CPK TAS7 £33,908

**Hours** 36 (5 out of 7 days) – *This post includes evening and weekend working to meet the requirements of the events programme.*

**Location** Perth Museum (interim location AK Bell Library, Perth)

**Reports to** General Manager – Museums

**Responsible for** Events Assistants and Volunteers

**Contract Length** Permanent

**Job Purpose**

* To maximise sales of commercial venue hire spaces across Perth Museum, Perth Art Gallery and AK Bell Library
* To establish and deliver a high-quality and sustainable programme of public and private events that will generate income for Culture Perth and Kinross

**Main Accountabilities:**

* Management of internal and external museum events and venue hire from enquiry stage to the day of the event
* Contribute to achievement of financial targets and KPIs as prescribed for the events programme
* Collation of internal events proposals and management of event diaries and external listings
* Production of detailed and costed proposals for internal museum events
* Effective line management of staff and volunteers
* Overall deployment and management of the organisation’s events booking system
* Identifying new commercial event clients and venue hire business and growing existing business to maximise income for the organisation
* Liaising with event clients on all aspects of the event to help the client achieve their objectives (for example use of the venue; choice of suppliers; advice on timings or room layout)
* Liaising between the Operations team and venue hire clients, ensuring their requirements are met in advance of their event
* Liaising with the Public Programmes, Exhibitions, Learning, and Library Development teams to co-ordinate the delivery of a high-quality, sustainable, and cohesive events programme across the organisation and its venues
* Leading on agreed sales and promotional initiatives related to commercial events as required. These initiatives will include – but will not be limited to – organising corporate events; the planning and delivery of stands at relevant exhibitions; attendance at networking events
* Undertaking regular competitor analysis to ensure the museum understands its position within the marketplace
* Following the organisation’s Health and Safety Policy and procedures ensuring that all measures are adhered to by both internal staff and contractors during an event, reporting any breaches to the General Manager or duty manager as appropriate.

This job description is not all encompassing. Over time the emphasis of the job may change without changing the general character of the job. Your duties may be reviewed from time to time and revised and updated in consultation with you to reflect appropriate changes.

You will work evenings and weekends as required to meet the requirements of the events programme.

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| **Knowledge and Experience:** |
| Essential   * Previous experience of managing a complex programme of corporate, public and private events in a culture or heritage setting * Experience in a Team Leader or line manager role * Previous experience of supporting venue hire activity * Proficiency in Microsoft Office (Word, Excel, Outlook)   Desirable   * IOSH Managing Safely Certificate * Understanding of managing, coordinating, and delivering events in a cultural setting * Demonstrable experience managing events in unique or large-scale venues * Experience utilising electronic booking systems to manage venue hire * Knowledge of the events industry and reputable industry suppliers |
| **Customer Care:** |
| * Demonstrable commitment to providing exceptional customer service to colleagues, clients and customers * Understanding of the required standard of customer care across the industry * Values all customers and is genuinely committed to providing them with a positive experience of Culture Perth and Kinross * Ensures complaints are swiftly addressed and resolved as far as is reasonably practicable |
| **Communications:** |
| * Excellent written, verbal and telephone skills * Ability to communicate effectively with clients, colleagues, management, and the public |
| **Achievement of Results:** |
| * Drive to understand, meet or exceed established financial targets * Excellent time management skills, with an ability to work under pressure and manage tasks within prescribed timescales * Excellent planning and organisational skills * Ability to work on own initiative as well as part of a team |
| **Equality and Dignity at Work:** |
| * Commitment to treating colleagues and customers with dignity and respect * Commitment to encouraging their team to develop a better understanding of colleagues and customers from all backgrounds * Demonstrates a personal commitment to fairness and equality of opportunity * Decisively tackles approaches or attitudes that are biased * Cultivates a supportive, collaborative, and positive working atmosphere |
| **Flexibility:** |
| * Ability to work independently with a flexible approach to working hours in order to meet the needs of the business |
| **Quality:** |
| * High degree of personal integrity * Attention to detail when developing processes and producing relevant documentation or communications |
| **Team Working:** |
| * Ability to work effectively as a team member within the department, across the organisation and with internal and external clients * Ability to motivate others to successfully deliver key objectives * Personal commitment to being fair and consistent |
| **Health and Safety:** |
| * Experience of working within prescribed safe working practices |
| **Decision Making and Problem Solving:** |
| * Solutions focussed * Uses initiative and makes confident decisions * Approaches problems objectively and based on evidence, and is transparent and communicative about how and why decisions are made |