

Role: Hospitality & Events Co-Ordinator	Business Function: South & West
Reports to: VSM: Food & Beverage Manager	Pay Band/ Salary: Grade 3 Lower, £26,844 - £28,684
Location: Robert Burns Birthplace Museum	Type of Contract: Permanent, 40 Hours per week
Cost Centre: 3BRN	Activity Code: EVZ/FNZ
Terms and conditions 40 hours per week, which will include regular weekend and occasional evening working as required to suit the business.	

PURPOSE OF THE ROLE

The Hospitality and Events Coordinator will be responsible for the creation, planning and operational execution of events hosted by both The Property and private clients. In addition to administrative support, the hospitality aspect of the role allows exposure to all operational and supervisory elements within Food and Beverage.

The position reports to the Food and Beverage Manager, who will be reliant on this role to meet and exceed budgetary targets and client expectations. A commercial awareness and operational understanding of planning and executing events will be necessary for the successful candidate.

The property engages the local community by developing a varied calendar of events. The role will be responsible for working with Visitor Experience Manager and Education Manager to offer creative ideas, administrative support and operational management.

KEY RESPONSIBILITIES

The Key Purposes of the job will be met by:

- Assisting in developing and ensuring delivery of a varied programme of events, including an appropriate marketing plan, to generate additional income and develop new audiences for the property and its satellite sites
- Proactively seeking new functions business and responding to enquiries
- Forward planning with management team and other staff and volunteers to ensure that functions and events operate efficiently and effectively
- Ensuring the efficient set up and delivery of all functions and events with excellent standards of customer service in line with client requirements.
- Ensuring that volunteers, staff and contractors brought in to deliver events or hospitality services adhere to the Events Manual guidelines
- Delivering events on time, within budget, that meet (and hopefully exceed) expectations
- Setting, communicating and maintaining timelines and priorities on every function / event
- Providing motivation, direction and support to functions and events staff and volunteers
- Acting as Duty Manager
- Managing equipment and supplies (such as banqueting furniture, catering equipment and supplies, cleaning equipment and supplies, laundry) to ensure the operational efficacy of all aspects of functions and event delivery.

- Ensuring that RBBM and NTS websites are kept up to date particularly with regards to events listings.
- Working with the property team to create interesting and appropriate social media content
- Working across departments, assisting with marketing activity to promote the property.
- Actively promote the events programme through the design and production of marketing material.
- Applying for grant funding or sponsorship for events as appropriate

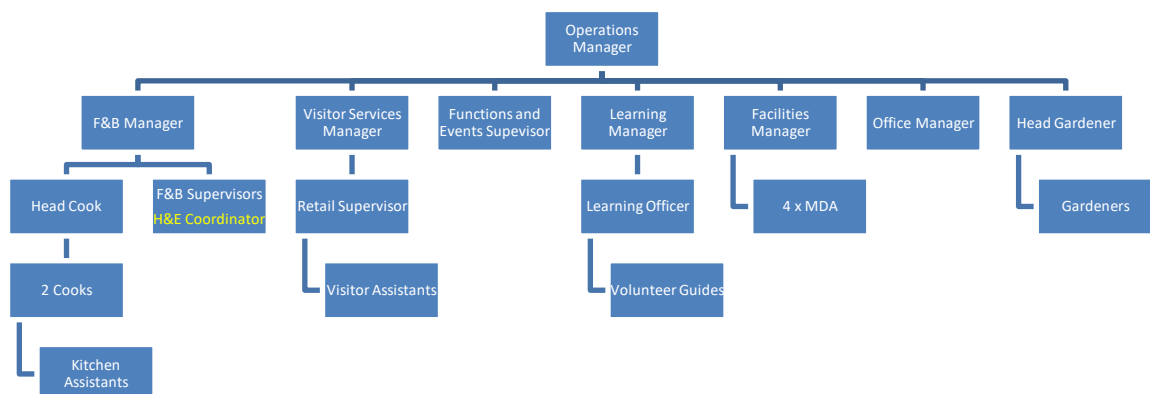
Customer Service

- Ensuring excellent customer service and quality delivery

Health and Safety, and Environment

- Working within Health & Safety regime to ensure the H&S of staff/volunteers, clients, and visitors within the context of the Trust’s “Safe System of Work” regime

Staffing Structure



The current duties of this job do require a criminal records (Disclosure Scotland) check to be carried out.

SCOPE OF ROLE

People Management

- Supervision of staff and Volunteers working at functions and events
- Building and maintaining relations with catering and functions suppliers with whom we have or could build business relationships for RBBM
- Working closely with the Visitor Services Manager, F&B Manager, Facilities Manager and Learning Manager in planning and delivering functions and events

Financial Management

- Commercial awareness and understanding of the Functions and Events budget at RBBM
- Aware of all event project budgets from start to finish
- Sourcing and applying for grant funding or sponsorship for events as appropriate

SKILLS, EXPERIENCE & KNOWLEDGE

The above outlines the key skills the job holder will need to possess and exercise. In addition, either knowledge of or experience in the following is required:

Essential

- Good IT Skills
- Effective communication
- Operational experience in Functions and Events management
- Ability and willingness to be hands-on in the delivery of the above points
- Experienced in supervising functions and events and ensuring the smooth delivery in a pressured environment
- Creative flare
- Personal commitment to excellence in customer care
- Experience of fundraising for events through grant applications
- Attentive to detail with an eye for presentation and finish
- Excellent interpersonal skills, with an ability to get along with a wide range of people.
- Excellent presentation skills
- Evidence of teamworking and partnership working

Desirable

- Previous experience of working with hospitality/catering suppliers and specialists
- A genuine understanding of and belief in, the work of the National Trust for Scotland

The Key Responsibilities, Scope of Job, and Required Qualifications, Skills, Experience & Knowledge reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities.

Applications

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Services Department (Applications) by email via workforus@nts.org.uk, by Sunday 10th November 2024. Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example "Gardener - Culzean"