

Epsom & Ewell Borough Council

Role Profile Template

Role Title:	Bourne Hall Events Co-ordinator
Job Family:	Service Delivery (G10)
Service:	Commercial/Operational services
Location:	Bourne Hall
Reporting To:	Bourne Hall Assistant Development Manager

<p>Role Purpose:</p> <p><i>Why the role exists and its contribution</i></p>	<p>To engage, build relationship with regular hirers and potential hirers providing them with excellent customer service by cross selling all elements that Bourne hall has to offer.</p> <p>As a member of the council's team, contribute to the achievement of the Council's corporate vision, behaviours and priorities and the development of the Council's positive high performing culture</p>
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Main Duties and accountabilities

<p>Service Specific</p>	<ul style="list-style-type: none"> • To engage customers and members of the public whilst building relationships, promoting the positive reputation of EEBC, to assist with sales of the venue rooms to all prospective clients ensuring an increase in room hire income. • To have a reliable knowledge of Bourne Hall and be able to communicate information to customers proactively. Including the Council's Catering hub and bar. • Manage the team of Events assistants and casuals, in accordance with the Council's procedures and processes. Ensuring the correct level of staffing is in place for events and regular bookings. • To deliver a consistent level of excellent customer service to all visitors to the building, including members of the public, stakeholders, contractors, partners and colleagues. • To meet potential clients for show arounds and be their point of contact throughout the process from planning to delivery of the event. • To use the Artifax bookings system to manage customer bookings and requirements, and to ensure that all event details are accurately recorded. • To use all Microsoft office applications, including Outlook, to communicate with customers and colleagues, and to undertake
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	<p>any tasks as required by the needs of the business.</p> <ul style="list-style-type: none"> • To ensure that bookings and event details are accurately filed and communicated to colleagues, including the use of handover paperwork. • Plan and manage the setting up and clearing down furniture, equipment and meeting refreshments/catering as required for meetings and events, employing manual handling methods, and using removal equipment as required • To ensure that all building maintenance issues are reported to the cleaning and maintenance contractor and communicated to colleagues. To liaise with all maintenance contractors when on site. • To be responsible for the safety of all building users by ensuring that health and safety checks are regularly undertaken, including weekly fire alarm testing, visual inspection of rooms and furniture, and the reporting and communication of any issues. • To ensure that all areas of the building are kept clean and presentable for use by customers, the public and staff, by responding to immediate cleaning needs and reporting cleaning issues to the cleaning and maintenance contractor. • To regularly check all AV equipment to ensure it is in good working order. • To provide first aid cover and assume Fire Marshall Responsibility in the event of an evacuation. • To be responsible for the security of the building, including locking/unlocking the venue, monitoring of the CCTV system, liaison with the police and other emergency services. • To provide cover for the coffee shop/reception when required by use of the events assistance or any other members of the team. • Any other reasonable task as required by the line manager. • To use the Council's internal IT management systems such as Trent, IRIS, Service Desk. • To assist with any venue projects as required by the line manager. • To be familiar with the Council's policies, Key Priorities, Core Values and the Venues vision to ensure a successful and smoothly operating business. • To contribute with ideas and views within the team meetings and in 1:1s with the line manager.
<p>Generic Duties</p>	<p>Service Delivery</p> <ul style="list-style-type: none"> • To deliver effective front-line services to the public • Build rapport with regular hirers and potential hirers • To be a presence in public areas/venues within the Borough

	<p>of Epsom & Ewell.</p> <ul style="list-style-type: none"> • To ensure the Council's service provision is of the highest standards through daily inspection and patrolling and liaising with appropriate Council employees/contractors • To confidently communicate with the public. • To assist in the achievement of any annual Performance Indicators targets / service delivery plan and contributes effectively to My Performance Conversations
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The key decision making areas in the role
<ul style="list-style-type: none"> • To ensure that visitors, customers, stakeholders and partners are satisfied with their experience whilst in the Venue. • Negotiate with potential hires and events within parameters ensuring the Council is not operating at a loss. • To ensure all activity and hires are organised efficiently. • That accurate booking and database records are maintained using ICT systems. • To maintain good communication channels with other members of the team and colleagues to ensure the Venue operations run smoothly. • To be able to work on own initiative and prioritise when confronted with a heavy workload. • To ensure that the Venue is presentable, clean, tidy and safe at all times for visitor use.
Customers and contacts
<p>Public visitors to the venue, hirers, colleagues, elected members, all council departments, facilities management contractors, stakeholders, tenants and community groups.</p>

Dimensions of the role	
Financial	Non-financial
<ul style="list-style-type: none"> • Support the Bourne Hall Manager in securing income generation through hirers • Managing the team of Events assistants and Casual with staff budgets 	<ul style="list-style-type: none"> • Conducting My performance conversations within the timelines set out • Emotional stress from the circumstances or behaviour or people • Customer service • Health and safety of customers

Person Specification

Qualifications and Training	Essential (E) or Desirable (D)	Application	Interview/ Assessment
Good numeracy and literacy skills, with exams in English and Mathematics	E	X	
Knowledge and Experience			
Customer services experience	E	X	X
Event delivery experience	E	X	X
Skills			
Problem solving	E	X	X
Creativity	E		
Analytic skills	E		X
Training/development/motivational skills	E		X
Communication skills – written and oral	E	X	X
Working under pressure and to deadlines	E	X	X
Additional Requirements			
Flexibility for weekend/evening working	E	X	X
Planning and organisation skills.	E	X	X
Understanding of health and safety concerns in a public environment.	E	X	X