



Weddings, Functions & Public Events Manager £24,000 pro rata (based on a 30 hour week)

PURPOSE OF JOB

Sulgrave Manor Trust, near Banbury, is looking for a creative, organised and enthusiastic Weddings, Functions & Public Events Manager during an exciting period of change and growth.

We need someone with excellent customer service who can confidently develop and drive forward an effective programme of weddings, functions and events at Sulgrave Manor.

You must be flexible as the role requires weekend working and unsociable hours. Experience in a similar role would be advantageous.

The successful candidate will drive the management, sales and organisation of a full calendar. This will be an exciting opportunity to play a role in shaping the future of events at Sulgrave Manor.

PURPOSE OF JOB

To continue to develop and deliver a busy calendar of weddings and functions whilst considering other activities taking place throughout the site. Typical functions include day meetings, academic seminars, private parties and partnership events.

To work as part of the Management Team to develop a successful programme of public events and take operational responsibility for the planning and delivery of these events supported by colleagues. Event activities are likely to include, but are not limited to, workshops, family crafts, themed open days.

Operational management of weddings, functions & events and related activities including writing ops plans; H&S plans and risk assessment etc. in collaboration with other colleagues.

Meeting clients throughout the planning journey, providing excellent levels of customer service, planning with attention to detail to ensure guests' satisfaction.

Setting up for events, and management on the event day with assistance from other colleagues.

Maximising sales and promotion of weddings and events; designing, managing and delivering promotional heritage events and conducting show-rounds.

To be genuine, approachable, attentive and instinctive; with a high level of professional presentation and friendly and welcoming personality.

Offer the best standards and customer experience whilst delivering commercial targets.

Continually monitor our offer against competition and identify and research new opportunities and general trends to ensure our offer remains competitive and exciting within the market place. Ensure

that functions and events support the objectives of the Trust and are relevant to the unique selling points of the Manor.

Manage (and recruit when necessary) an enthusiastic team of support staff and volunteers and work to improve team work across the different departments at Sulgrave.

DUTIES AND RESPONSIBILITIES

Manage and implement weddings, functions and events at Sulgrave Manor:

Deliver a first class wedding experience for clients as this is the one of the most important days of their lives

Prompt and informative response to enquiries and booked clients

Conduct show-rounds with potential clients, be proactive in arranging and conducting meetings

Developing and finalising events for 2021/22

Effective diary management to ensure sales are maximised throughout the venue

Act as Duty Manager, taking a share of the weekend cover. There may also be occasional evening events, which will require a more flexible work pattern.

Manage the smooth running of functions; staffing, resources, marketing liaison and budgeting

Communicate event details to all departments

Ensure high standards of cleanliness are maintained across the public areas

Promote 'green museum' guidelines and protocols, where possible, to reduce environmental footprint and reduce energy consumption

Membership of the Management Team

- Marketing

Work to assist the Marketing & Sales Officer with appropriate content as required.

Marketing mail outs

Maintain events databases

Design event programmes

- Emergency Procedures, Security and Health & Safety:

Ensure policies and procedures related to the operation of the site are up to date and adhered to across Visitor Services.

As a key holder, be accountable for the security of the museum.

- Commercial: deliver targets, support growth and income generation:

Work as part of the Management Team to achieve targets for the sustainable operation of all aspects of the business

Work with the Management Team to identify, develop and implement initiatives that help maximise and support Sulgrave Manor revenue income generation activities to contribute towards future developments and funding requirements

Create and maintain a work environment which engenders a team spirit and fosters individual commitment, enthusiasm and confidence

Ensure that the expectations and accountabilities of staff and volunteers are clear and manage performance to achieve agreed objectives

Together with the Operations Manager develop ways to recognise, reward and retain volunteers

working in your area
Deliver inductions for new staff and volunteers

- Any other duties and responsibilities deemed appropriate to the post

RELATIONSHIPS

The post holder will work directly to the Operations Manager as part of the Management Team. The Management Team are responsible for the daily operations of Sulgrave Manor.

The post holder will provide regular reports for use by the Trustees as requested by the Operations Manager.

This job will be based at Sulgrave Manor.

The post is part time: 30 hours per week. There is a requirement to work on evenings and weekends. Longer hours will be required when you are acting as duty manager (usually during the summer months) and shorter hours can be worked during the winter period.

Your normal hours of work during the week (Monday to Friday) will be between 9.00 a.m. to 5.30 p.m.

Other Management Team members will be on a rota to act as Duty Manager during regular opening, for evening events and to cover the post holder's annual leave.

PERSON SPECIFICATION

EXPERIENCE AND KNOWLEDGE

ESSENTIAL

Experience in the hospitality industry.

Experience of recruiting and managing staff or volunteers.

Experience working in public and customer facing roles.

Experience of assessing risk, implementing and taking responsibility for H&S in own area.

Experience of managing budgets and P&L analysis.

DESIRABLE

Experience in event management and running weddings.

Experience of marketing and using social media.

SKILLS AND ABILITIES

ESSENTIAL

Excellent communication skills.

Ability to lead and motivate a team.

Ambitious, organised and able to work to deadlines.

Gregarious and diplomatic and the ability to work under pressure.

Ability to deal with sensitive information with discretion and to maintain confidentiality at all times.

Of smart appearance, reliable and punctual.

Ability to work flexibly including weekends and shift patterns as the business requires.

Self confidence in dealing with people of all ages and all abilities.

Ability to time manage with confidence to make decisions and deal immediately with operational challenges and issues.

Excellent IT skills in all the standard programmes

EDUCATION AND QUALIFICATIONS

Essential

GCSE grade C and above in English Language and Maths.

Full driving license and own transport.

APPLICATION PROCEDURE

Please email CV to jo.cowley@sulgravemanor.org.uk

All applications to be received by the closing date of **25th September** at 12 noon.

Initial interviews will be scheduled for **Tuesday 6th October**