

## **Events Co-ordinator / Administrator**

### **Role Overview**

You will be responsible for supporting the events department in all administration tasks set out by the events manager.

### **Main Responsibilities**

- Dealing with initial email enquiries from clients
- Answering the telephone
- Completing event enquiry forms for each client
- Keeping a detailed spreadsheet of all new clients updated daily
- Create a detailed spreadsheet of current clients and new clients, which is updated regularly to discuss in events meetings, this detailed spreadsheet will include invoices & payments
- Books in show rounds on behalf of line manager
- Keeps a diary of when deposits and deposits and final invoices are due
- Completes initial contract sheet
- Book menu tasting in for brides
- Book and liaise with registrar bookings for weddings
- Place events in the events calendar daily
- Attend weekly event meetings held every Tuesday from 11am to 1pm for updates
- Send each client a feedback form after their event to see how we can improve
- Print signage
- Types up room plan/layout for the events
- Check weekly Linen has been picked up and new ones delivered for new events week
- Update supplier list when required
- Ensures stock of stationary
- Booking staff
- Any other administration duty as required
- This list is not exhaustive. A flexible and willing attitude is vital.

### Skills & Experience

- A minimum of one years' experience in a similar role ideally gained in a unique venue, visitor attraction, hotel or conference centre.
- Advanced level of excel & word, computer skills
- You will be a persuasive and confident communicator with the ability to make a positive first impression and build and retain positive relationships
- You must believe that clients come first
- With excellent interpersonal skills you will be a real team player who is flexible with the ability to undertake a wide variety of tasks
- You must have a passion for excellence, be able to work on your own initiative and have the ability to work under pressure. You will remain calm in all types of situations, genuinely enjoy working with customers and up selling our products.
- You will be a quick learner, able to adapt to an ever-changing portfolio of new products with the ability to suggest and confidentially put forward new ideas
- You will have an aptitude for computers and have experience of using a computer reservation system
- You will have strong organisational skills and attention to detail is essential
- A knowledge of the corporate events market
- You must be passionate, positive and enthusiastic about British Airways i360 and be able to 'sell' the benefits to clients
- You will be highly polished and professional
- You must have excellent English, both written and spoken
- You must be proactive

Salary £18,000 pa