



JOB DESCRIPTION

JOB TITLE:	Events Manager
SALARY:	Up to £21,800 pa
HOURS OF WORK:	35 hours per week, Monday to Friday
ANNUAL LEAVE ENTITLEMENT:	22 days per annum plus statutory public holidays. In addition, the office may be closed between Christmas and New Year.

BACKGROUND INFORMATION:

Chelmsford Cathedral is the principal church of the Diocese of Chelmsford, covering the whole of Essex and East London. Last year more than 100,000 people visited Chelmsford Cathedral to worship, to attend concerts or events or to admire our architecture and art. The Cathedral is building on its reputation as a venue and as an integral part of the city, the diocese and the region.

The Cathedral has a staff of 19, including clergy, and an active community of around 400 volunteers. This post is responsible for managing the diary and bookings for the Cathedral and the Chapter House which are both a reflection of the Cathedral's mission and ministry as well as a significant income stream.

PRINCIPAL DUTIES:

IT Systems

The Cathedral and Chapter House bookings are managed via an online diary. The postholder will need to become proficient in the use of this system, therefore a high level of competency in computer-based systems is required.

Bookings Processes

- To be the first point of contact for hirers of the Cathedral and Chapter House. This involves managing the diary, confirming availability, entering booking details, sending / receiving booking confirmations.
- To meet with event organisers to discuss detailed requirement, on site if necessary.

- To promote the opportunity to hire the Cathedral and Chapter House facilities to existing and new clients.
- To present the diary and new events to the weekly diary meeting (Monday morning).

Client Requirements

- To ensure that the vergers have suitable information to set up rooms as per clients' requirements (including furniture layout, refreshment needs and AV equipment).
- To work with the vergers to ensure stocks of food and drink, washroom supplies and other consumables are maintained. The postholder will hold a Cash & Carry card and be required to use their transport to purchase stock as necessary.
- Respond to changes in client requirements.
- Order lunches or other external catering for clients as required.

Invoicing

- Use booking records to generate invoices and chase bad debts.

Maintaining Records

- To ensure that records of bookings and invoices are maintained.
- Submit the Cathedral's quarterly return to PRS relating to the performance of music.

Office Support

- To support the Cathedral Office, for example in dealing with callers (both in person and by phone), covering absence and dealing with office equipment maintenance
- To carry out any other task as required by the Cathedral.

PERSON SPECIFICATION:

- Happy to work in a Church environment.
- High level of computer literacy with experience in using standard Microsoft and windows applications (particularly Word and Excel and email).
- Able to deal with correspondence and problem-solving.
- A helpful and confident telephone manner.
- Able to communicate effectively with a wide range of people and to be able to demonstrate tact and diplomacy.
- Experience of working in a customer-led environment, able to respond helpfully and efficiently to the needs of the Cathedral's customers.
- Ability to work on own initiative, to plan, organise and prioritise workload.
- Experience of using manual and computer filing systems.
- A flexible attitude, willingness and ability to deal with a wide variety of duties.
- Able to organise and see projects through to completion.
- High level of accuracy and attention to detail.
- A flexible attitude and ability to deal with a wide variety of duties.
- A good team-player, able to work well collaboratively with other members of staff.
- The Cathedral is open seven days a week and many major events take place at weekends, therefore all staff can expect to work weekends as required.

LINE MANAGER:

The post is managed by the Director of Operations.

Reviewed 13 February 2017