



JOB DESCRIPTION

JOB TITLE:	Temporary Events Manager (Maternity Cover)
SALARY:	£19,110 pa
HOURS OF WORK:	Up to 35 hours per week, Monday to Friday We would be willing to consider a job share arrangement
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 120,000 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 Chapter House which is a key part of the Cathedral's mission and ministry as well as a significant income stream.

CHAPTER HOUSE

The Chapter House is located at the North West corner of the churchyard. It is a modern building, designed with a range of meeting rooms. The rooms are used for Cathedral activities (such as committee meetings and Junior Church) as well as for commercial hire. Our clients include a range of public, private and third sector organisations. Alongside the accommodation we also provide AV facilities and refreshments.

PRINCIPAL DUTIES:

IT Systems

The 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 Management

- To be the first point of contact for hirers of the Chapter House. This involves managing the diary, confirming availability, entering booking details, sending / receiving booking confirmations.
- To meet with event organisers to discuss detailed requirements, on site if necessary.
- To promote the opportunity to hire the Chapter House facilities to existing and new clients.
- Liaising with AV suppliers, contractors and Works Committee Chair; dealing with a number of voluntary groups.
- Health and safety & key holder responsibilities for Chapter House.

Client Requirements

- To ensure that client requirements are met at all times. This involves booking equipment and refreshments and communicating effectively with the vergers. These include room layouts, equipment, AV needs and refreshments.
- To work with the vergers to ensure stocks of food and drink, washroom supplies and other consumables are maintained.
- Respond to changes in client requirements, sometimes at very short notice.
- 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.

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