

Job description

July 2017

Events Administrator

Cathedral Purpose Statement

Inspired by Christ, Chester Cathedral seeks to encourage personal, city and regional growth through:

- Worship and prayer
- Learning and discipleship
- Serving our city, region and diocese
- Conserving and developing our buildings and heritage
- Welcome and hospitality
- A sustainable and ethical business operation

Overall Purpose of the Job

Chester Cathedral hosts a busy programme of services and events and welcomes around 300,000 tourism visitors each year. The Events Assistant role is to:

- Assist the Event Manger in all aspects of planning and execution of public event s and services, to include attendance at events as required and the administrative support of the Events programme.
- Deputise for the Events manager when required.
- The Events Assistant reports to the Events Manager, but will work closely with the Canon Precentors office regarding liturgical activity

Key tasks:

Events and Project Support

- Support the Cathedral management team with the development and coordination of a variety of fundraising and trading activities, including special events, dinners, concerts, and new ventures. Responsibility will be given for individual tasks or full projects depending upon the complexity and workload.
- As required to manage the cathedral diary to coordinate all entries (services; meetings; special events, organ tuning, organ practice, works maintenance etc.); enter and amend bookings; check existing bookings are accurate and up to date; look at the forward diary on a regular basis to ensure smooth operations, avoiding double bookings and clashes.
- To provide assistance with the bookings process as required. This will involve liaising with customers or Cathedral users and suppliers, completing documentation and obtaining authorisations.
- Coordinate requests from external organisations for special services and events on the Cathedral floor and compile monthly lists of these requests for weekly diary meetings. Follow up and confirm or decline these requests once they have been discussed.
- To be available to attend events and assist in the set up, execution and de-rig as appropriate.

Services and events

- Coordinate the planning of events within the Cathedral.
- Work with the Precentors office in the planning of services.
- Work with external clients and all departments in the Cathedral to ensure that all special events and services are delivered efficiently and to the required standards.
- Set up and attend planning meetings for events and services as required.
- Produce agendas for planning meetings and Cathedral worksheets and other associated documentation following planning meetings.
- Follow up detailed action points from planning meetings with colleagues or other authorities. Produce cost estimates and service/concert agreements for special events and services on the cathedral floor.
- Prepare seating plans, tickets, seating labels, invitations and guest lists for special services and events on the Cathedral floor as required.
- Act as central point of contact for seating, access points, rehearsals and ticketing for all special services.
- Book first aid cover for Cathedral floor events as required
- Maintain an awareness of all scheduled events in the Cathedral.
- Operate the Cathedral box office management system and take calls and deal with enquiries.

Other

- Support on the reception desk as required ensuring that the main telephone line and office are manned to a high standard.
- As required, to ensure the post outwards is dispatched in the correct manner and all post inwards is distributed correctly.
- Support the executive of the cathedral to provide administrative support as required.
- Any other reasonable duties required by the Events Manger.

Health & safety

- Be aware of the current health and safety policy and procedures.
- Ensure that you are trained in current fire evacuation procedures.
- Work safely personally.
- Ensure that areas of responsibility are kept in safe order and condition.
- Report any discovered hazards or potential hazards immediately to the Health and Safety. Manager and the Events Manager.
- Ensure accident records are completed.
- Be aware of current safeguarding policies and procedures and be vigilant to their application.
- This role may be subject to DBS clearance – while it is not necessary for the role as it is described in this document, there may be circumstances when this will be required in the future.

Training & development.

- The individual will be expected to attend training courses and meetings as required and to keep alert to legislation and other changes and opportunities for personal development.

Person specification

Essential Skills / Experience:

- Excellent verbal and written communication skills.
- Excellent attention to detail and organisation skills
- Willingness to be flexible and undertake tasks to tight deadlines.
- Comprehensive IT skills, including Microsoft Office.
- Work well under pressure.
- A team player who operates collaboratively.
- Sympathetic towards and support the mission and values of the Cathedral.

Desirable Attributes:

- Experience of working in a busy heritage site or tourist attraction.
- Experience of Spektrix box office system
- Event management experience
- Knowledge of liturgical patterns within the Church of England