



## CHESTER CATHEDRAL

### Events Assistant

#### Job Description

Chester Cathedral is an ancient abbey of international importance that has played a significant part in shaping the history of the City. It still plays an important part in the spiritual, cultural and civic life of Chester and beyond. The site includes the Cathedral, with the most complete set of monastic buildings in the country, the Georgian square and streets and the largest green spaces within the walls, including the scheduled ancient monument, the Roman barracks, beneath the Dean's field.

As a major place of daily Worship, a tourist attraction and a community venue, the Cathedral welcomes around 300,000 visitors each year and operates as a vibrant and diverse destination with a large team of staff and volunteers.

#### Overall Purpose of the Job

- To assist the Event Manger in all aspects of planning and execution of events and services, to include attendance at events as required and the administrative support of the Events programme.
- To deputise for the Events Manager when required.
- The Events Assistant reports to the Events Manager.
- The Events Assistant will work with the Exhibitions Manager and Canon Precentor's office as required.

#### 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.

### Services and events

- Coordinate the planning of events within the Cathedral.
- Work with the Precentors office in the planning of services as required.
- 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 in distributed correctly.
- Support the executive of the cathedral to provide administrative support as required.
- Any other reasonable duties required.

### 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.
- All Cathedral employees and volunteers are required to complete a basic awareness course in safeguarding.

This job description does not form part of your contract of employment.

### Working Pattern:

Full or part-time hours are available on a rota basis. Evening and weekend work will be required.

There is no parking available on site.

## Person Specification

	Essential	Desirable	How Assessed
Excellent verbal and written communication skills	✓		A/I
Good attention to detail and well organised	✓		A/I
Willingness to be flexible and work to tight deadlines	✓		A/I
Comprehensive IT skills, including Microsoft Office	✓		A/I
Work well under pressure	✓		A/I
A team player who operates collaboratively	✓		A/I
Sympathetic towards and supports the mission and values of the Cathedral	✓		A/I
Experience of working at a busy heritage site or tourist attraction		✓	A/I
Experience of box office software		✓	A/I
Experience of managing events		✓	A/I
Knowledge of liturgical patterns within the Church of England		✓	A/I
Enthusiasm to work in a growing institution and a willingness to develop new skills	✓		A/I

Key:

- A – Application form and covering letter
- D – Documentation (certificates)
- I – Interview

**Please apply with your completed application form and covering letter to:**

**Carolyn Bruce, 9 Abbey Square, Chester, CH1 2HU or [carolyn.bruce@chestercathedral.com](mailto:carolyn.bruce@chestercathedral.com)**

**To enable the selection panel to fully assess an applicant's skills and previous experience it is essential that the application or the accompanying letter address the specific categories above.**

**The closing date for applications is Sunday 12<sup>th</sup> January 2020**