

Overall Purpose of the Job

- Maximising hospitality, event and venue hire income and profit for Chester Cathedral while supporting the mission of the Cathedral.
- Developing new business through a proactive sales approach.
- Driving improvement in the event experience both for day visitors and hospitality attendees
- Developing commercial products and services including hospitality, venue sales and large scale events.
- Maximising value (both financial and non-financial) achieved from our spaces and resources.

For the initial 12 month period this role will be required to oversee the Maternity relief of the Events Manager position, so will be slightly different. This will include line management of the Events and Services assistants and supporting the delivery of events.

Key things you will be responsible for

- Building relationships with internal and external stakeholders to maximise opportunity for the cathedral.
- Managing a portfolio of new and existing accounts
- Planning and research to identify sales opportunities, to maximise potential business
- Ensuring delivery of revenue to meet and exceed targets through identifying new opportunities and relationship building within the current market.
- Proactively building a sales plan to include managing sales opportunities to close quotations and sales.
- Presentations to clients in person, over the phone or using video conferencing technology.
- Developing new products as appropriate.
- Create clear event documentation to ensure the smooth running of events.
- Supporting with the delivery of events within the Cathedral.
- In partnership with the Events Manager, managing the space bookings across the Cathedral to ensure that this is effective and efficient.
- In partnership with the Events Manager, manage the online booking system and Box Office operation.

You will

- Work in pursuit of the Cathedral's Vision, Mission, and objectives; to work within its diversity and other policies and procedures and to support and promote its values.
- Be a member of the management team, attending strategic planning meetings and Cathedral governance meetings if required.
- In partnership with the Events Manager manage commercial filming requests (non-news based) and commercial photography permissions including weddings.
- Manage relationships with new and existing tour operators and travel partners.
- Initially manage a small events team, including coaching, developing, supporting reviewing performance.
- Work as part of the Duty Management Team as required.
- Perform any other reasonable duties that may be required.

Health & safety

- Be aware of the current health and safety policy and procedures.
- Ensure that areas of responsibility are kept in safe order and condition.
- Be aware of current safeguarding and GDPR 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:

This role is full time and evening and weekend work will be required to oversee specific events.

Remuneration:

Salary: £23,000 - £28,000 pa

Hours: 37.5 hours per week

Holidays: 28 days, including bank holidays

Pension: 5% matched contribution plus additional 5% non-contributory

Evening and weekend working will be required.

Person Specification

	Essential	Desirable	How Assessed
Excellent verbal and written communication skills	✓		A/I
Successful track record of business development and pro-active sales, with a broad approach in directly managing client needs and effectively communicating those requirements to the operation.	✓		A/I
Good attention to detail and well organised	✓		A/I
Experience of managing successful large events	✓		A/I
Experience of working to tight schedules and deadlines	✓		A/I
A strategic thinker	✓		A/I
Computer literate with working knowledge of revenue data management systems and the ability to collate and report this.	✓		A/I
Experience of budgeting, forecasting and setting targets, and appropriate KPIs and implementing effective performance monitoring systems.	✓		A/I
Work well under pressure	✓		A/I
Friendly and outgoing personality, a tolerant, flexible disposition, with a good sense of humour	✓		A/I
A team player who operates collaboratively	✓		A/I
Sympathetic towards and supports the mission and values of the Cathedral	✓		A/I
Flexible	✓		A/I
Experience of managing conferencing space		✓	A/I

Experience of working at a busy heritage site or tourist attraction		✓	A/I
Creative and innovative approach		✓	A/I
Line management experience		✓	A/I
Project management experience		✓	A/I
Experience of the organisation of high profile events an advantage, ideally with experience of ecclesiastical, royal or diplomatic protocols		✓	A/I
Experience working with a ticketing system & CRM		✓	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:

Jon Turley, 9 Abbey Square, Chester, CH1 2HU or recruitment@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.

Closing date

The closing date for applications is 9am on Monday 4th January 2021

It is anticipated that interviews will be held Monday 11th January 2021