

# HOLKHAM

## Job description

### Weddings & Events Coordinator

LOCATION	Holkham Hall
REPORTING TO	Private Events Manager
LATERAL RELATIONSHIPS	Enterprises and Hall teams, Facilities team, Car Parking Team.

#### **The Holkham Estate**

Our vision is to be the UK's most pioneering and sustainable rural estate.

The Holkham Estate extends over 25,000 acres. The land and property-based activities include residential and commercial lettings, property development, arable and vegetable farming, forestry, country sports, an inn, a holiday park, beaches, car parks, admissions, cafes, shops, concerts and events.

Holkham Enterprises is the business entity that is responsible for all visitor-related activity and income is derived from 4 car parks, 3 cafés, admissions to the Hall and Holkham Stories Experience, a gift shop, a 6.5 acre Walled Garden, weddings and private events, concession partners, education and an extensive events programme. This income supports the upkeep, restoration and costs of the Hall and its collections and to maintain and enhance our landscapes.

#### **Overall job purpose**

This Coordinator role is vital in an extremely busy team, whose main responsibilities are maximising income while ensuring Holkham, the Family, and its day visitors are not detrimentally affected by our activities. We are a friendly and efficient team that consistently produces events to an exceptionally high standard.

The role proactively markets, sells and promotes the venue hire offer, as well as contributing to the organisation and delivery of all weddings and events at Holkham.

## **Job description**

The following is intended to provide guidance as to duties, but it is not exhaustive. You will from time to time be required to undertake other activities of a similar nature that fall within your capabilities as directed by management.

This role will require a flexible approach to working patterns, including evening and weekend duties.

### **Sales**

- To assist in achieving the Holkham Events team's annual income targets by providing sales support; managing written and verbal enquiries for weddings, private events and corporate functions.
- To conduct competent and informative showrounds to promote the venues.
- To actively promote events at Holkham and support the team with social media, involvement in FAM trips and other marketing and PR activities as required.
- Contribute to regular sales meetings, create reports, and offer insight and analysis where required.
- Identify new commercial opportunities in response to industry demand.

### **Operational Delivery**

- To provide professional and comprehensive event management service to clients ensuring five-star service from enquiry stage through to planning and delivery of the event.
- To liaise with approved suppliers and oversee planning meetings with clients. To manage suppliers on the event day to ensure smooth operations and adherence to Holkham regulations.
- To have comprehensive knowledge of the rules and regulations pertaining to holding of events at Holkham.
- To be the main point of contact and information for allocated events, liaising with all Holkham staff as appropriate, ensuring dissemination of accurate event information to all relevant parties in a timely manner.
- Assist with other public facing, or 'non-commercial' events as required.
- Build and maintain effective working relationships with all Holkham teams.

### **Administrative**

- To co-ordinate all event related paperwork including, but not limited to, hire agreements, event forms, and floorplans.
- To ensure that all clients receive accurate and relevant communication throughout all phases of the event planning process including all financial and contractual documentation.
- To have good working knowledge of EventWorks database and diary management system and to ensure it is fully utilised and maintained with correct information.
- To ensure that the database and Holkham diary is updated with the correct event information and all finance processes, record keeping and filing systems are in order.
- Raise commissions as required by the team and keeping check of all records
- Ensure that 'value for money' is achieved in all decisions and actions and that all materials and resources are effectively and efficiently utilised to minimise waste and reduce cost.

## **Health and Safety, Risk Management**

- To have a good working knowledge of health and safety (H&S) and ensure compliance with all H&S practices as required by current legislation and Holkham's Health & Safety Policy and practices.
- To be a trained First Aider (training will be provided)
- To assist the Senior Weddings & Events Coordinator with the completion and review of all Risk Assessments relating to the department operations.
- To always adhere to the Company's Health and Safety policy

You will undertake any other relevant activities which fall under the general scope of this role as directed by your line manager and Head of Department.

## **Personal qualities**

- Discrete and trustworthy, reflecting the status of Holkham as a family home.
- Highly personable, highly organised and meticulous attention to detail.
- Ability to manage multiple projects simultaneously and work under pressure.
- Event planning experience in a similar environment, or an Event Management degree is desirable
- Some experience in coordinating corporate events and weddings.
- Experience with event management software and tools (e.g. Eventbrite/Social Tables etc)
- A flexible approach to work as some evenings and weekends will be required particularly over the spring and summer season.

## **Training**

You will be required and encouraged to engage in a program of professional development.