







Job Title	Weddings and Events Coordinator
Job Level	TBC
Location	Milestones Museum and Basing House
Workstream	Milestones
Function	Duty Management
Line Manager	Operations Manager
People Leadership	None
Diversity and Inclusion	
We are committed to promoting equality and diversity and a culture that actively values difference.	
Role Purpose	
To lead on the development and delivery of an engaging events programme, wedding offer and venue hire across Milestones Museum and Basing House, with a focus on income generation, venue promotion and enhancing visitor experience.	
Responsibilities	
<ul style="list-style-type: none"> • Further develop a high quality and profitable wedding and events programme at Milestones Museum and Basing House which includes, but is not limited to: <ul style="list-style-type: none"> ○ Generating opportunities to increase profit from event fees, ticket income and secondary spend. ○ Managing the administration and implementation of all venue hire enquiries. • Create and deliver an events programme across Milestones Museum and Basing House that will excite our visitors, expand our audience and enhance the visitor experience. • Support wedding couples throughout the entirety of their booking, from the initial enquiry to acting as the ‘responsible person’ on the day of their ceremony. • Manage the delivery of weddings and events, ensuring consistently high levels of quality and customer service are provided at all times. • Build and maintain strong working relationships with internal and external stakeholders, through effective communications and positive shared outcomes. • Evaluation of events, with a pre-defined success criteria that can be referenced when devising future programmes. • Manage the daily operations and health and safety activities during Duty Management shifts, ensuring high levels of customer service are consistently demonstrated throughout the team, with the visitor experience at the forefront. • Support any other duties as required. 	
Experience, Skills and Qualifications:	
<u>Essential:</u>	
<ul style="list-style-type: none"> • Demonstrable experience of planning weddings and large events. • Experience of events management with evidence of increasing revenue, efficiency of operations and customer satisfaction. • Excellent interpersonal, communication and stakeholder management ability. • Demonstrable strong financial, and business acumen. • Experience of working in a visitor experience led environment. • Excellent IT skills including Microsoft Office. • Good working knowledge of health and safety requirements including catering outlets. • Must be able to work flexible hours, including evenings and weekends. • Full driving licence with use of a car (business insurance will be required). 	

<p>Relating and networking</p> <ul style="list-style-type: none"> Establishes good relationships with customers and staff Builds wide and effective networks of contacts inside and outside the organisation Relates well to people at all levels Manages conflict Uses humour appropriately to enhance relationships with others 	<p>Delivering Results and Meeting Customer Expectations</p> <ul style="list-style-type: none"> Focuses on customer needs and satisfaction Sets high standards for quality and quantity Monitors and maintains quality and productivity Works in a systematic, methodical and orderly way Consistently achieves project goals
<p>Working with People</p> <ul style="list-style-type: none"> Demonstrates an interest in and understanding of others Adapts to the team and builds team spirit Recognises and rewards the contribution of others Listens, consults others and communicates proactively Supports and cares for others Develops and openly communicates self-insight, such as an awareness of own strengths and weaknesses 	<p>Coping with Pressures and Setbacks</p> <ul style="list-style-type: none"> Works productively in a pressurised environment; keeps emotions under control during difficult situations Handles criticism well and learns from it Balances the demands of a work life and a personal life Maintains a positive outlook at work
<p>Planning and Organising</p> <ul style="list-style-type: none"> Sets clearly defined objectives Plans activities and projects well in advance and takes account of possible changing circumstances Identifies and organises resources needed to accomplish tasks Manages time effectively; monitors performance against deadlines and milestones. 	<p>Entrepreneurial and Commercial Thinking</p> <ul style="list-style-type: none"> Keeps up to date with competitor information and market trends Identifies business opportunities for the organisation Demonstrates financial awareness Controls costs and thinks in terms of profit, loss and added value.

Values

 <p>CONFIDENCE</p> <p>We have the courage to aim high and think differently</p>	 <p>CREATIVITY</p> <p>We are imaginative, resourceful and flexible in what we do and how we do it</p>	 <p>EXCELLENCE</p> <p>We aspire to the highest standards in everything we do</p>
 <p>RESPONSIBILITY</p> <p>We are all responsible for the success of the trust, as individuals and together</p>	 <p>TEAMWORK</p> <p>Through working collaboratively, we inspire our people to make their best contribution, share knowledge and celebrate our achievements</p>	 <p>RESPECT</p> <p>We are considerate, respectful and understand each other's similarities and differences</p>

Created by:	David Trevithick	Date:	April 2021
HR Review by	Ameena Rahman	Date:	April 2021