



THE GOLDSMITHS' CENTRE

EVENTS EXECUTIVE

JOB DESCRIPTION

JOB TITLE:	Part Time Events Executive
DEPARTMENT:	Commercial Events
RESPONSIBLE TO:	Commercial Events Manager
TENURE:	1 Year Fixed-term Contract (with potential to be extended), 3 days per week
SALARY:	£27K (pro rata)
LOCATED AT:	Goldsmiths' Centre, Britton Street, Clerkenwell, London. Occasional working from home available.
HOURS:	Normal working hours are 9.15 a.m. to 5.15 pm, Monday to Friday with an hour for lunch break each day, although work outside these hours will be required, which will include early morning/ evening working, to complete your duties.
TRAVEL:	N/A Office based and occasional working from home
PURPOSE OF JOB:	To work within the Events team, coordinating and delivering internal and external events including but not exclusively; meetings, conferences, receptions, exhibition launches, breakfasts, private views and charity events.

MAIN RESPONSIBILITIES – EVENTS:

1. Ensure all calls and emails are responded to promptly and professionally and maximise conversion rate from enquiry to confirmed booking.
2. Ensure that all events are immaculately organised.
3. Meet or exceed sales targets for existing accounts by providing excellent service, developing a successful relationship with clients, and ultimately building long-term loyalty.
4. Liaise with clients regarding all logistical aspects of their event including security, AV, and catering requirements.
5. Maintain and update CRM accurately – ensuring the client contact details are kept up to date and financial details are inputted correctly.
6. Ensure all event administration is maintained including preparing quotations for clients; contracts; post-event reconciliation; undertaking the invoicing process with clients and their accounts team; liaising with the Goldsmiths' Company

- Finance Department as appropriate; and raising purchase orders for suppliers, accurately and in a timely manner.
7. Liaise with suppliers for the organisation of catering, and other ancillary services to ensure best value and appropriate style for different events.
 8. Liaise with the Facilities Department for all security and operational requirements including room layout and AV.
 9. Co-ordinate the scheduling of events in the Centre's diary to ensure efficient diary management and to update and share operational information.
 10. Undertake event duty management and logistics on the day ensuring the smooth running of events and that our clients have the best possible experience.
 11. Manage follow-up including collation of feedback forms and securing repeat bookings.
 12. Liaise with key partners and stake-holders such as caterers, suppliers and relevant membership organisations.
 13. Any other ad-hoc duty as requested by the Events Manager.

THE CANDIDATE

Essential Requirements

- In the stages of completing or has completed an event management or related degree and/or have some events experience
- Have a good understanding of the events industry
- Have great attention to detail and be level-headed and responsible
- Be able to work effectively on their own unsupervised
- Have excellent communication and interpersonal skills
- Have proven organisational skills and the ability to oversee operational procedures to the high standards
- Have outstanding customer service skills
- Have the ability to interact well with a wide range of clients ensuring a positive customer experience whilst keeping calm under pressure
- Be able to use own initiative, take responsibility for tasks and complete efficiently
- Have a flexible, reliable, and conscientious approach, with the ability to work as part of a small team
- Be flexible with their time – the position requires working morning/evenings.

Desirable skills

- An interest in working within the third sector in a business role and supporting the work of The Goldsmiths' Centre as a charity
- Experience working on social media campaigns and/or specialised media venue hire platforms within an organisation