

Commercial Events Coordinator

Role Profile

Service: Strategy & Resources Directorate, OSfE
Band: Band 5
Reporting to: Commercial Events Manager
Responsible for: Front of House Casual Staff



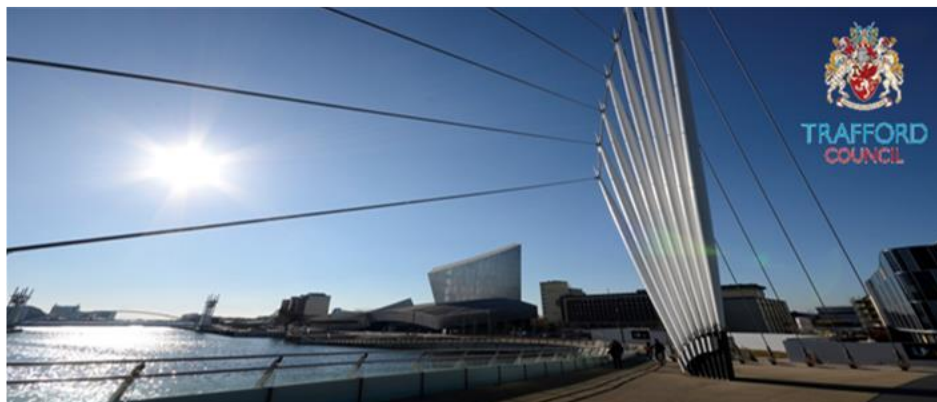
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

This role will coordinate the events which take place in our hospitality venues and will be a key holder with responsibility for opening and closing the venues and setting of alarms. The role works with external suppliers and staff, building relationships with clients through the planning process by maintaining regular contact by telephone, e-mail and in person leading up to their event and working hard to ensure the event runs smoothly. This will include meeting with and coordinating venue caterers, stand designers, contractors and equipment hire, planning room layouts, following up with guests post-event and gaining constructive feedback, ensuring that all guest feedback is responded to. During any event, the role could be the point of contact for and will liaise directly with clients to ensure any requirements are met and any issues dealt with appropriately. You will ensure all aspects of venues licences are adhered to regarding events and sales of alcohol.

Your Main Priorities

- Supporting the Commercial Events Manager in promoting, arranging and managing events.
- Acting as the first point of contact for potential customers wishing to hire our venues.
- Managing all event bookings from the initial enquiry through to co-ordination on the day of the event.

Key duties

- Coordinating the smooth running of any events taking place at our hospitality venues, as directed by the Commercial Events Manager.
- Meeting with all potential hires to show them the facilities on offer and preparing quotes, taking into account client requirements.
- Building strong relationships with your clients through regular contact by telephone, e-mail and in person leading up to their event.
- Liaising with suppliers and contractors to ensure the maintenance, cleaning, safety and security of hospitality venues.

- During any event, being the point of contact for and liaising directly with clients to ensure any requirements are met and any issues dealt with appropriately.
- Managing all aspects of any events including any staff, contractors and suppliers.
- Managing the venues bar area when required, including till management, stock management, legal requirements and health and safety.
- Handling cash, cashing up and card transactions including invoicing and receipting deposits and settlement of accounts for bookings.
- Leading on health and safety procedures for the building and its occupants (e.g. fire evacuating,) and being responsible for ensuring the correct emergency and evacuation procedures are followed.
- Ensuring all aspects of hospitality venues licence are adhered to regarding events and sales of alcohol.
- Being a key holder for hospitality venues with responsibility for opening and closing the venue and setting alarms.
- Undertaking such other duties commensurate with the grade of the post as required.

About You

Qualifications and Professional Development

- GCSE Maths & English (Grade C and above) or equivalent
- Recognised Qualification in events management or equivalent
- Commitment to personal and professional development

Experience and Knowledge

- Previous relevant experience in a similar environment
- Experience of planning and managing private events such as parties, weddings or similar
- Knowledge and an understanding of excellent customer service
- Knowledge and experience of sales in an events/hospitality environment
- Ideas, enthusiasm and drive for developing Flixton House as commercially successful wedding and events venues

Skills and abilities

- Effective and versatile communication skills, in particular the ability to communicate verbally with a wide range of people including young people, community groups, staff, fire authorities, police, promoters, statutory organisations
- Excellent organisational and planning skills
- Excellent customer service skills and the ability to work under pressure
- Ability to work unsupervised/on own initiative
- Demonstrate understanding of excellent customer service and the ability to implement customer care policies
- Experience of money transactions including invoicing, cashing up and banking
- Demonstrable awareness of Health & Safety issues and knowledge of good practice with regard to Health & Safety in a public venue

Special Conditions

- Car User / full driving license required
- Unsocial Hours/Weekends
- Work on rota basis, covering evenings and weekends, as required

Date prepared/revised	15.7.22 / 25.4.25 (formatting/minor amends)
Prepared/revised by	L Boubrahmi / J Duddle & L Shellabear
Job Evaluation	Existing evaluation

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.