

## **JOB TITLE: COMMERCIAL EVENTS MANAGER**

**CONTRACT:** Permanent, Full-time

**LOCATION:** St George's Bristol

**RESPONSIBLE TO:** Operations Director

**RESPONSIBLE FOR:** Casual Events Team

**STARTING DATE:** January 2022

### **MAIN PURPOSE OF THE ROLE**

The role of the Commercial Events Manager is to generate leads, close enquiries and ensure high level service and delivery across all the venue's private and commercial events. We host a range of events such as wedding receptions, conferences, parties, private concerts, recording/film sessions and meetings that all generate income to support our artistic programme. The Commercial Events Manager will work to agreed financial targets. They will jointly manage a team of casual events staff and ensure that the team works to agreed sales and customer care targets. The role requires a close working relationship with the Hospitality team to provide a food and drink offering of excellence across our private and commercial events. In addition the post-holder will work closely with our Development Department on potential leads through our supporter-base.

The Commercial Events Manager must also ensure that their department's processes maximise efficiencies to achieve financial targets. This is a diverse role with a range of responsibilities; as such it is a full-time role that requires a degree of flexibility in terms of work hours to meet the objectives set out above.

### **KEY RESPONSIBILITIES**

- Advance and coordinate all commercial and private events
- Generate leads for commercial and private event enquiries through online and print marketing channels
- Provide competitive quotations to clients and arrange venue viewings as necessary
- Use Spektrix CRM system to manage leads and provide financial forecasting and sales progress reporting.
- Work with the Head of Programme to manage the organisation diary system, Artifax

- Meet clients to understand their needs and ensure they are delivered to their satisfaction and in a way that promotes St George's as a high-quality events destination
- Evaluate client satisfaction and manage ongoing client relationships to ensure repeat bookings and maintain strong reputation
- Work with clients, partner organisations, suppliers and caterers to deliver events to the highest possible standard
- Manage, motivate and support the staff team, monitoring performance and ensuring staff deliver high quality service
- Organise monthly staff rotas and training
- Attend a minimum of 5 events each season to ensure the events team is operating efficiently
- Work closely with Development team to ensure a consistent approach to our corporate contacts
- Assist in other areas of the day to day operations of St George's Bristol as required
- Support the Operations Director and carry out any other duties as required by the Chief Executive and the organisation

## PERSON SPECIFICATION

Essential	
Experience	Minimum of 3 years management experience in events
	High levels of customer Service
	Working in sales environment, with focus on targets
	Budget Management
	Light manual handling
	Health & Safety management, ensuring process and procedures are followed
Knowledge	Microsoft Office Programmes and Windows network
	Concert event management
Skills and abilities	A natural sales person, with a passion for excellent customer service
	Methodical, accurate and able to work under pressure and prioritize effectively
	An efficient organizer who works effectively to financial targets
	Excellent written and verbal communication skills
	High level of accuracy for data entry
Personal qualities	Enthusiastic, organized, reliable and proactive approach to work
	Passionate about high quality hospitality
	Friendly manner and ability to work with a wide range of people

	Ability to work as part of a close-knit team
	Willing to be flexible in working hours

Desirable	
Experience	Key Holder for premises
	Concert Management
Knowledge	Artifax Diary System
	Spektrix Box Office / CRM system
Personal Qualities	Interest in and understanding of the music industry

## TERMS & CONDITIONS OF SERVICE

<b>Salary</b>	£24,000 per annum, depending on experience
<b>Holidays</b>	25 days/year plus all statutory Bank Holidays
<b>Working hours</b>	08:30 – 17:00 (with an unpaid hour for lunch) Monday to Friday. Flexibility required when work needs to be monitored/managed outside of the contracted hours
<b>Pension</b>	St George's Bristol operates a Group Pension Plan which complies with current legislation.
<b>Benefits</b>	Staff ticket scheme for complimentary and discounted event tickets, and staff catering discount

## APPLICATION

Please email your CV and covering letter stating why you think you are suited to this role to [recruitment@stgeorgesbristol.co.uk](mailto:recruitment@stgeorgesbristol.co.uk)

Please complete the Equal Opportunities Monitoring Form online at <https://forms.office.com/r/peUJeQczAq>

The deadline for application is Sunday 24 October 5pm  
 First round interviews will be held on Wednesday 27 October 10am – 3pm  
 Second round interviews will be held on Friday 29 October 10am – 1pm

If you are unable to make the interview dates please specify this in your covering letter.

## ABOUT ST GEORGE'S BRISTOL

St George's Bristol is one of the UK's leading concert halls, celebrated for the quality, range and imagination of its artistic programme. The celebrated acoustic and intimate atmosphere of the hall is a major draw for the world's greatest musicians and recording companies.

We welcome over 120,000 visitors to the building (and 200,000 online) and host over 300 events annually, plus many more through our learning programme and commercial activity. The artistic programme spans classical, jazz, folk, contemporary and world music, as well as spoken word and cross-genre events. It is enabled by innovative, creative partnerships with artists and organisations locally, regionally, nationally and internationally.

We believe culture is vital in celebrating difference and solidarity in our communities, and we devise and collaborate to support opportunities for any person to be a part of music-making and to be inspired, including taking our work out into the wider community. Our Learning & Participation programme typically engages with around 4,000 people each year, offering a supportive and inclusive platform to young musicians, and inspiring children across the wide spectrum of our city through live performance and participation opportunities.

At St George's Bristol we are committed to promoting an inclusive and diverse environment where no-one is disadvantaged on account of their background, and we challenge any form of discrimination. We want to put individuals with different perspectives, cultures and experiences at the heart of the way we work.

We encourage job applications from people from diverse backgrounds, and particularly welcome applications from disabled and Black, Asian and Minority Ethnic candidates, as they are currently under-represented in the arts sector and within our own workforce. By taking positive action in this area we will guarantee an interview to eligible candidates who meet the 'Essential Experience' criteria, and self-identify with a disabled and/or Black, Asian and Minority Ethnic group. If this applies to you please indicate in your covering letter.