

JOB TITLE: EVENTS & OPERATIONS COORDINATOR

CONTRACT: Permanent, Full-time

LOCATION: St George's Bristol

RESPONSIBLE TO: Events Manager

MAIN PURPOSE OF THE ROLE

The Events & Operations Coordinator is a pivotal role in our organisation, supporting the Events and Facilities managers through helping to plan and deliver all of the venue's events. With such a busy diary and a need to reach ambitious financial targets, it's crucial that we prepare as well as we can to ensure events run smoothly on the day, that our artists and clients feel well looked after both in the planning stages and on the day itself, and that the venue is looking its best for our audiences and other visitors.

This is a very diverse role with a range of responsibilities, working in a fast-paced, creative organisation, and the person we appoint will need to be able to be flexible in terms of their working hours to help us be successful in our delivery of events. This will mean occasionally working some evenings and weekends.

KEY RESPONSIBILITIES

- Event logistics preparation and coordination
- Event administration including contracting, financial settlements, PRS management and invoice processing
- Operate sound, lighting and visual technical systems where necessary
- Liaise with box office and hospitality staff to ensure successful event delivery
- Provide competitive quotes to clients for venue hire and arrange venue viewings as necessary
- Attend a minimum of 5 events each season to ensure the duty events team is operating efficiently
- Duty manage a minimum of 3 events per season
- Work with the Facilities Manager to ensure the venue is maintained to appropriate standards for live events and daily operations
- Ensure all event Health & Safety requirements are being met and maintained in accordance to procedures
- 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 duties as required by the Chief Executive and the organisation

PERSON SPECIFICATION

Essential	
Experience	Minimum of 1 years experience in event management
	Customer Service
	Cash handling
	Light manual handling
	Health & Safety management
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
	Commercial event management
Knowledge	Artifax Diary System
	Spektrix Box Office / CRM system
Personal Qualities	Interest in and understanding of the music industry

TERMS & CONDITIONS OF SERVICE

Salary	£19,500 per annum, depending on experience
Holidays	25 days/year plus all statutory Bank Holidays
Working hours	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
Pension	St George's Bristol operates a Group Pension Plan which complies with current legislation.
Benefits	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

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

The deadline for application is Friday 3 December 5pm
First round interviews will be held on Wednesday 8 December 10am – 3pm
Second round interviews will be held on Friday 10 December 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.