

Job Description

Job Title:	Senior Conference & Events Coordinator
Salary:	£34,000 - £36,000 per annum (depending on experience)
Reporting to:	Head of Commerce

Job Purpose

As Senior Conference & Events Coordinator, you will be leading a dedicated team which coordinates the planning and execution of conferences, meetings, weddings and events within the Museum Conference Centre. The Conference & Events team act as the primary point of contact for clients, once they are handed over from the sales team. Responsibilities include liaising with customers on all aspects of their event organisation, identifying additional needs to increase revenue and advising organisers on the best use of our venue.

You will ensure all event details are effectively communicated to our talented Operations Team to ensure a seamless hand-over on the day of the event. You will provide a friendly and efficient service for our clients and help to achieve departmental targets by exceeding customer expectations and encouraging repeat business.

The team is also responsible for assisting Museum visitors with car club bookings, group visits and museum/show ticket enquiries so the ability to multitask is essential for this role, as well as exceptional organisational skills and a practical, proactive attitude.

This position is ideal for a true people-person with a talent for relationship building and organisation. Previous Line Management experience is also essential as you will be leading and developing a small team to provide exceptional customer service to our valued clients.

Main Duties

- Manage a small team of coordinators, ensuring the highest quality of performance within the team
- Consult with clients to understand their conference needs and expectations for their events
- Manage all logistical aspects of a client's event, including the booking of meeting rooms, catering and audiovisual equipment

- Accurately input data into the booking system to create function sheets for the operations team, in order to deliver an outstanding event for the client
- Manage client contracts, ensuring all details regarding dates, room usage, catering, and audiovisual requirements are accurately documented.
- Increase revenue by identifying additional needs and upselling as appropriate
- Be responsible for departmental financial targets and compile revenue reports where required
- Work closely and effectively with other departments, communicating all relevant information to ensure complete customer satisfaction.
- Ensure all events comply with relevant laws, regulations, and safety standards.
- For each event, assist in ensuring all relevant health & safety requirements, risk assessments and COSHH requirements are correctly completed and maintained according to company policy
- Follow up with clients to gather feedback and identify areas for improvement.
- Assist in the achievement of departmental targets and budgets
- Support the sales team as required and create quotes for regular repeat clients as well as wedding enquiries
- Coordinate Group and Car Club visits to the Museum, ensuring invoices are raised appropriately
- Respond to Museum visitor enquiries regarding ticketing and Show information
- Undertake Line Management responsibilities for the team, such as ensuring effective team communication, training and development and conducting annual performance reviews

Other Duties

- Take responsibility for your own health, safety and welfare, ensuring compliance with Trust's Health and Safety policies, procedures and safe systems of work
- Be responsible for your own behaviour and act in a manner that avoids and discourages any form of discrimination or harassment; to comply with the Trust's Equal Opportunities Policy
- Undertake to familiarise yourself with the data protection procedures set down by the Company as a result of the General Data Protection Regulation
- Actively and positively contribute to the success of the business in delivering your duties and any other business-related activities which may reasonably be requested

Knowledge, Skills, Experience and Attributes Required

- Previous experience in Conferencing/Events management with an appreciation for venue capabilities (such as room layouts, audiovisual systems, and catering options etc.).
- Experience managing a team of people with a talent for getting the best out of your people
- Excellent communication and interpersonal skills with the ability to forge strong working relationships with colleagues and clients.
- Exceptional organisational and time management skills to handle multiple tasks and deadlines effectively
- Detail-oriented approach to ensure accuracy in all aspects of event planning
- Proficiency in event management software and tools.
- Good financial acumen
- Confident and professional phone manner
- Client focused with excellent customer service skills

Benefits

To support our staff both inside and outside of work, the Trust offers 26 days of annual leave per year (pro-rata for part-time employees) plus bank holidays. You will receive staff discounts in our gift shop and onsite café as well as a number of free tickets each year for friends and family to visit the Museum.

Employee well-being is paramount at the Trust, and we therefore offer enhanced occupational sick leave and pay as well as enhanced family-friendly leave and pay.

We operate an ad-hoc home working policy to allow for maximum employee flexibility, however, please note regular hybrid working is not available for this role.

Joining the British Motor Industry Heritage Trust as an employee will give you the opportunity to develop your career in a friendly and supportive environment while working for a charity dedicated at preserving and sharing Britain's automotive heritage.

Inclusion and Diversity Statement

As an organisation the British Motor Industry Heritage Trust is committed to eliminating discrimination and encouraging diversity amongst our workforce. We welcome applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.