



**BISHOPSGATE  
INSTITUTE**

## **Job description: Venue Hire & Event Planning Assistant**

### **Role description:**

Date of Last Review:	28 October 2021
Job Title:	Venue Hire & Event Planning Assistant
Grade:	Assistant
Salary:	Circa £22k
Hours:	35 hours over 5 days - the role requires you to be available to work any day or evening over the 7-day period, as specified by the Foundation.
Reporting to:	Venue Hire & Event Planning Manager
Line Manages:	None

### **Summary**

You will join us to support the Venue Hire & Event Planning team in the administration, coordination and planning of a broad range of events happening across Bishopsgate Institute. This includes conferencing and commercial hire clients, rehearsals, filming and events in our own public programme. It is essential that you are excited by the Institute's own offer and programme as you will be working to support its delivery, as well as commercial hires.

This is an exciting time to join us, we recently re-opened our our beautiful Grade II\* listed building after a period of reduced activity due to the Covid-19 pandemic. We have had to adapt over the last year with much of our traditional venue hire business being affected, the team has focused on bolstering our filming and rehearsal offer as well as continuing to support NHS Blood & Transplant services. Similarly, the Institute's artistic and learning programme is currently recovering following the Covid-19 pandemic, with some courses, classes and events remaining online. Rebuilding the venue hire and commercial business, including increasing income generation and diversifying our client base is a current priority. The Venue Hire & Event Planning

Assistant will play an important role in helping Bishopsgate Institute achieve this objective.

The plan to diversify the venue hire client base includes building upon existing relationships with rehearsals, filming location and exam clients whilst also taking the opportunity to become a venue known for memorable bespoke celebrations. This plan will be sustainable and co-exist with our own charitable programme.

You will be a detail focused person, with a passion for events and the work of the Institute. Adaptability is key in the current climate, as is an ability to communicate effectively to a variety of clients and stakeholders. Our ideal candidate would have excellent customer service skills; some event experience within a unique venue with a cultural mission would be desirable but not essential.

### **Role purpose and key objectives:**

To support the administration, coordination and planning of events happening across Bishopsgate Institute.

The role of Venue Hire & Event Planning Assistant is to assist with initial enquiries and in the logistical arrangements and requirements for allocated events, working closely with the Venue Hire & Event Planners.

This role will help maintain and develop good client and supplier relationships connected with these events.

**An “event” is:** *Any activity happening throughout the premises or associated with Bishopsgate Institute including, but not limited to:*

- Any commercial hire event (such as exam bookings, conferences or corporate meetings)
- Rehearsals, read-throughs, auditions and other non-public activity
- Filming and photography shoots
- The full remit of our learning programme activity (such as language courses, exercise classes, workshops and skills development sessions)
- Any public event such as theatre and music performances, dance events and festivals, salons and talks, archive launches, Open House and library tours

There are two Venue Hire & Event Planners with responsibility for planning and coordinating all events. Whilst there has been a tendency for each of the two roles to focus on different types of events with one focusing on commercial venue hire and

the other focusing on public events and learning, both roles are responsible for all types of event. The Venue Hire & Event Planning Assistant supports both Venue Hire & Events Planners.

**Key relationships:** Venue Hire & Event Planners  
Venue Hire & Event Planning Manager  
Duty Managers  
Event Technicians  
Event Support Assistants  
Box Office & Front of House

### **Principal duties, tasks and responsibilities:**

#### **Enquiries**

- Assisting the Venue Hire & Event Planners (“the Planners”) to ensure all enquiries are logged and responded to within 48 hours
- Liaising with the Planners to assess the feasibility and appropriateness of enquiries received to hire space at Bishopsgate Institute
- Responding to some initial enquiries on behalf of the team and/or passing them on to the Planners for scoping and quotation
- Managing the shared Events inbox, ensuring items are filed correctly

#### **Administration & Planning**

Provide administrative support in the documentation and record keeping associated with any event including:

- Ensuring the bookings diary (Rendezvous) is kept up to date
- Working with the Programming team to ensure courses and classes are inputted into Rendezvous each term
- Acting as a conduit for advice and support of any event requirement or query in advance of the event itself
- Under the guidance of the Planners, ensuring function sheets are completed and shared in good time for each event
- Supporting the Planners by assisting with the booking of suppliers (eg. piano tuning or catering) or the ordering of equipment (eg. wristbands, or glassware)

#### **Events**

Support the Planners in their management of the day-to-day client relationships for event activity planning, where appropriate. This will include interaction with:

- Hirers

- Tutors
- Cultural event partners and stakeholders
- Suppliers

### **Additional Support**

During busy periods, you may be required to support the delivery of on-the-day event requirements, which may include:

- Warmly and efficiently welcoming visitors
- Showing hirers to their booked rooms
- Supporting the successful operation of the bar and/or cloakroom
- Assist the Event Technicians in completing room setups
- Box Office support
- Whilst still needed, checking that Covid-19 entry requirements have been met

- **General requirements of the role**

- Proactively collaborate with all staff to ensure the best possible levels of seamless service and quality to our customers.
- Contribute to an improved level of organisational engagement through positive role modelling, communication and behaviour at all times.
- Champion and epitomise the Institute's core competency behaviours.
- Attend relevant training in order to fulfil the requirements of the job and undergo supervision and annual reviews.
- Comply with and implement all organisational policies and procedures as required.
- Work flexibly and responsibly to effectively manage workload and ensure the provision of a 7-day-per-week service to the public as required.
- Dress and present yourself appropriately as the professional needs of the Institute require.

This job description covers the current range of duties and will be reviewed from time to time. It is the Institute's aim to reach agreement on changes, but if agreement is not possible, the Institute reserves the right to change this job description.

## **PERSON SPECIFICATION**

### **1. Specialist Area Requirements – Venue Hire & Event Planning Assistant**

- 1.1 Experience in administering, coordinating and planning events of various scales and levels of complexity, preferably in a cultural organisation.
- 1.2 Some experience and knowledge of event planning and procedures including logistical requirements, record keeping, contracting, invoicing and communication needs to support organisation wide multi-disciplinary event delivery.
- 1.3 Experience in administration, planning and coordination skills and face to face, electronic and telephone customer service skills
- 1.4 Experience of operating and delivering effectively and efficiently in a project team working environment to agreed objectives.
- 1.5 A passion for the work and ethos of the Institute, including its special collections and programming.
- 1.6 Appreciation of the requirement of operating in a multi-space cultural venue
- 1.7 Good understanding of security and safety issues to protect members of the public, the Institute and its staff.

### **2. Grade Specific Requirements – Applicable to all Administrator/Assistant Level Posts**

- 2.1 Experience of collaborating within and across teams and an understanding and appreciation of the importance of partnership working to support the achievement of the Foundation's vision, mission and strategy.
- 2.2 Ability to manage day to day duties and activities to ensure that tasks are achieved effectively, efficiently and to a high standard of quality.
- 2.3 Experience and awareness of good practice/effective approaches to planning and delivery requirements
- 2.4 Demonstrable skills in working flexibly, trouble shooting and customer service.
- 2.5 Experience of working within the arts and culture sector, including adult education, and/or a visitor attraction or understanding of our role in these arenas and its impact on the different areas of our work.

## Bishopsgate Institute – Competency Framework

At Bishopsgate Institute we use a competency-based approach to staff recruitment, performance review and development. The Framework underpins the culture of the organisation and adds to what we do to enable us to reach our potential both as individuals and as an organisation.

The selection process we use is designed to test each applicant’s skills, expertise, knowledge and their ability to demonstrate how they meet the competency framework.

All competencies apply to **all** roles:

<u>Performance</u>	<u>Insight</u>	<u>Engagement &amp; Inspiring Others</u>
<ul style="list-style-type: none"> <li>• Accountability</li> <li>• Delivering Performance</li> <li>• Alignment &amp; Planning</li> <li>• Learning &amp; Change</li> </ul>	<ul style="list-style-type: none"> <li>• Breadth of Perspective</li> <li>• Making Effective Judgements</li> <li>• Applying Specialist Knowledge</li> <li>• Customer &amp; Audience Awareness</li> </ul>	<ul style="list-style-type: none"> <li>• Working Collaboratively</li> <li>• Communicating &amp; Influencing</li> <li>• Empowering Leadership</li> </ul>

There are different levels within each that apply to each grade or level of role in the organisation:

- Assistants, Administrators, Officers – *all non-management level staff.*
- Line Managers/ Specialists – *all staff that line manage one or more members of staff or are defined in their job role as a ‘Specialist’.*
- Senior Managers/Specialists – *the Chief Executive, Heads and Senior Specialists.*

The competencies relate to certain key abilities that we should be able to demonstrate in the way we carry out our jobs. While objectives are concerned with **what** we achieve in terms of tangible results or ‘outputs’ and ‘outcomes’, these competencies look more at **how** we carry out our work - for example how much initiative we demonstrate; how well we work with others; how good our communication skills are; how well we organise our work.

Most of the core competencies could relate to a person doing any job of a comparable level/grade, regardless of the particular functional or technical expertise and skill that is required.

Although no-one is expected to demonstrate the competencies that do not apply to their job, staff will need to think laterally and creatively about whether they apply. For example, if your role is to support other staff in the organisation, you may not feel that you directly support the public.

However, if you think hard enough you will likely be able to see that by supporting your colleagues in other departments you indirectly do support the public and what you do in that regard is very important.