



Job description: Venue Hire & Event Planning Assistant

Role description:

Date of Last Review:	April 2023
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

Summary

Bishopsgate Institute is the delivery arm of the Bishopsgate Foundation, founded in 1894 for “the promotion of the education of the public”. We are a small, independent charity with our own extraordinary premises at the crossroads of the City, Spitalfields and the East End. The charity is financially independent, relying on generating income from its venue hire activity, alongside rental income from its endowment.

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 as we are now working at diversifying our 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 as well as continuing to support NHS Blood & Transplant services, rehearsals, and conference bookings. This plan will be

sustainable and co-exist with our own charitable and cultural programme. Rebuilding the venue hire and commercial business, including increasing income generation and diversifying our client base is a current priority since the pandemic. The Venue Hire & Event Planning Assistant will play an important role in helping Bishopsgate Institute achieve this objective.

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

You will work alongside the Venue Hire & Event Planners who are responsible for planning and coordinating all events, including commercial venue hire and public events and learning. The Venue Hire & Event Planning Assistant supports the Venue Hire & Events Planners.

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

Principal duties, tasks and responsibilities:

Enquiries

- As first port of call for all booking enquiries, responding and triaging them to the Venue Hire & Event Planners (“the Planners”) as appropriate.
- Responding to all initial enquiries with questions scoping feasibility and availability and quoting accordingly on behalf of the team
- Liaising with the Planners to assess the feasibility and appropriateness of enquiries received to hire space at Bishopsgate Institute, referring to the Programming team where appropriate.
- Ensuring all email and phone enquiries are logged in the Rendezvous booking system and responded to within 48 hours
- 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, and that data entered is accurate and kept up to date. Arranging site visits and showrounds, when required
- 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, supporting the production function sheets so they are completed and shared in good time for each even
- Keeping effective log of any lost leads and enquiries we could not accommodate, and undertaking analysis of sources of enquiries, to inform more focused marketing
- Supporting the contracting and invoicing of bookings when required. On a quarterly basis, ensuring the PPL PRS submission for hires, events and courses using live and recorded music, is completed and returned to PPL PRS.

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
- Invigilating filming bookings

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

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.