



## **Job description: Venue Hire & Events Planner**

### **Introduction & Context**

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. In addition to coordinating the venue hire side of our business, this role manages the planning and delivery of all activity in the building, both commercial hires and charitable programme. First priority for all our spaces remains with the Institute’s own programme as this is the charity’s purpose. We have a policy on the kinds of commercial hire we can accept, and those we cannot, and this role is required to uphold it.

Job Title:	Venue Hire & Events Planner
Contract:	Permanent
Grade:	Officer
Salary:	Circa £25k
Hours:	Full-time (35 hours/week)
Reporting to:	Venue Hire & Event Planning Manager
Peers:	Digital Engagement Officer Campaigns Coordinator Box Office & Front of House Coordinator Performing Arts Programmer Learning Programme Coordinator Archivist Venue Hire & Events Planner Administration Officer Assistant Accountant Library Cataloguer

Sound & Lighting Technician  
IT and Technical Support Officer

Budget holder: No, but monitoring and reporting required

Probation: 6 months

Date of last review: 10 December 2019

**Role purpose and key objectives:**

To plan, coordinate and administer all events happening across Bishopsgate Institute, to include conferencing and commercial hire clients and events in our own public programme.

To be responsible for the logistical and contractual arrangements and requirements for allocated events in order that all delivery teams are briefed clearly, the event runs smoothly and the client is highly satisfied.

To maintain and develop good client and supplier relationships connected with events, including with internal stakeholders, to analyse trends in enquiries and market offer and ensure excellent customer service.

**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
- 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 & Events 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 Junior Venue Hire & Event Planner supports both Venue Hire & Events Planners.

**Key relationships:** Venue Hire & Events Planner (one of two)

Junior Venue Hire & Events Planner

Duty Managers

Operations Manager

Sound & Lighting Technician

Programme Manager

Performing Arts Programmer

Learning Programme Coordinator

Special Collections and Archives team

**Principal duties, tasks and responsibilities:**

### **Enquiries and quotations**

- Assessing the feasibility and appropriateness of enquiries received to hire space at Bishopsgate Institute, taking forward agreed options to the scoping and quotation stage
- Scoping the feasibility of delivering the event, working with Duty Managers and others to ensure all logistical requirements have been considered
- Where we agree to quote in response to an enquiry, providing the agreed quotation to parties enquiring to hire the space, ensuring a detailed breakdown of costs including any catering, additional AV or other requirements beyond basic room hire, and specifying access, start and finish and pack-down times for the booking
- Ensuring all enquiries are logged and responded to within 48 hours
- Managing the expectations of enquirers looking to hire space as to our offer and pricing
- Keeping a log of any enquiries we could not accommodate and undertaking analysis of sources of enquiries, to inform more focused marketing

### **Contracts and invoices**

- Ensuring all agreed bookings are contracted promptly and any additions to a basic hire are explicitly included
- Ensure all hire customers sign the contract and terms and conditions before the event takes place, unless otherwise instructed by a senior manager
- Ensuring correct invoices are raised promptly for all hire bookings
- Ensuring invoices are paid as per the contract, and chasing payment where necessary

- Ensure all contractually-agreed deposits, pre-payments and payments-in-full are confirmed as received before authorising release of keys or access to the building, unless otherwise instructed by a senior manager
- Reporting to the Head of Finance & Performance and Assistant Accountant on contracts signed, invoices raised and payments due or overdue

## **Event planning**

Responsible for planning the logistical requirements for the delivery of events taking place across the Institute including, but not limited to:

- Overall accountability to ensure the event planning process meets the expectations of our customers
- Venue booking requirements e.g. room allocation and booking for courses, public events and commercial events, room set-up, equipment and any access needs
- Sourcing external equipment if required from approved suppliers, such as catering, extra security, bar provision, security, sound and or lighting, and ensuring that additional cost is approved
- Manage the day-to-day client relationship for event activity planning, where appropriate. This will include venue bookers and their requirements, tutors, cultural event partners and stakeholders, outsourced providers, internal clients and those with a stake in the success of the event
- Liaising with the Operations team to provide any added staff, equipment requirement or additional expertise if needed to support an event; this includes contribution to the weekly Rota Meeting for Duty Managers, Event Technicians and Front of House staff
- Updating and maintaining any internal records or communication including through IT systems (Rendezvous, Patronbase etc)
- Act as the main point of contact for advice and support of any event requirement or query in advance of the event itself. Ensuring that the day to day management is effectively handed over to the Duty Manager
- Taking responsibility for the continuous development, improvement and innovation in event planning as a result of the post-event Duty Manager handover
- Providing information to and working closely with, the Campaigns team to ensure any external messaging, point of sale or website information is correct and up to date for any event activity

## **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 fulfill 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: Event Planner**

### **1. Specialist Area Requirements – Event Planner**

- 1.1 Demonstrable track record of success in planning, administering and coordinating events of various scales and levels of complexity, including commercial hire bookings, preferably in a cultural or educational organisation.
- 1.2 Demonstrable ability to assess and secure appropriate income-generating bookings for space, interrogating the initial enquiry with a view to balancing the requirements and policy of the venue organisation with the wishes of the potential client.
- 1.3 Demonstrable ability to prioritise and manage a demanding and complex workload of multiple projects simultaneously with confidence and a positive approach.
- 1.4 Proven 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.
- 1.5 Excellent telephone manner and communication skills, including a flair for sales, negotiation and closing a deal, whilst working within set parameters, being able to decline opportunities that do not meet the venue organisation's priorities, where necessary.
- 1.6 Excellent written and verbal presentation skills in English, with a high degree of accuracy.
- 1.7 Understanding and experience in budgeting and financial reporting requirements to support the financial accounting of event-related activity.
- 1.8 Experience of working within the hospitality or conferencing sector and an understanding of the specific requirements of this market.
- 1.10 A commitment to continuous development, improvement and innovation in event delivery and customer service.
- 1.11 Appreciation of and experience in operating in a multi-space, Grade II\* cultural venue

- 1.12 Understanding of security and safety issues to protect members of the public, the Institute and its staff.

## **2. Grade Specific Requirements – Applicable to all Officer 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 are introducing a competency-based approach to staff recruitment, performance review and development. The Framework will underpin the culture of the organisation and add to what we do to enable us to reach our potential both as individuals and as an organisation.

How we are managed and manage each other using the competencies will become clear and both managers and staff will have support and training to implement them once the new structure is in place.

Until then, they are in place to support the redeployment/recruitment to all roles in the new structure. The selection process we use will be 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.