

## City of Edinburgh Council job description

<b>Post title</b>	Events Co-ordinator (City Chambers)
<b>Directorate</b>	Corporate Resources
<b>Service</b>	Customer & Digital – Customer Contact: Registration
<b>Responsible To</b>	City Chambers Events Team Leader
<b>Number of post holders</b>	2

### Purpose of job

To be primarily responsible for the administrative coordination of a wide range of events taking place in the City Chambers Edinburgh.

### The what - major tasks and job activities

1. Manage and operate suitable administrative systems to ensure that the needs of hirers and staff teams are met to deliver all events.
2. Manage the administrative tasks that will result in meeting required standards and legal compliance for hirers relating to contractual agreements, licensing arrangements, payments, production and marketing information.
3. Undertaking administrative duties in relation to organising Committee meetings, Elected Members Freelets, ceremony celebrations and various other events
4. Ensure that all event information and reports are shared and communicated effectively to staff, hirers, and external contractors/consultants; and that appropriate arrangements are in place for the safe storage of existing and historical data in this area.
5. Contribute professional expertise to develop the service within own area and across the team and division as required.
6. Ensure that City Chambers Events web pages are kept up to date, liaising with third party suppliers when required.
7. Work effectively as part of a team within own area and across the wider environment in which the post holder operates.

### The how - knowledge and skills, creativity and innovation, contacts and relationships, decision making

#### You'll bring:

- Extensive knowledge of sales functions within the events
- An HNC and or SVQ Level 3 or equivalent in the events industry
- Proficient keyboard skills and familiarity with a range of software packages including Microsoft Office; Zipporah or equivalent room booking system.

### **In the role you'll:**

- Multi-task and problem-solve, making immediate decisions about event enquiries as to their suitability for the venue according to the quality, civic delivery or commercial value.
- Have financial and reputational consequences to the Council.
- Ensure the needs of the civic diary e.g. all council committee meetings and civic requirements are given priority in the scheduling of events
- Interpret and understand complex client requirements and offer appropriate proposals to meet the client's needs.
- Display commercial acumen and the initiative to negotiate excellent deals with clients (within the constraints of relevant corporate policies and procurement legislation).
- Ensure that all client requests at enquiry stage are dealt with creatively and effectively to secure the booking adhering to venue policy and procedures.
- Contribute to the vision of the long-term future of the venue.
- Assist with social media posting and website updates in the absence of the team leader.
- Have regular contact with the Team Leader and other venue colleagues.
- Have regular contact with event bookers including internal external clients, event suppliers and other service providers e.g. Facilities Management and Lord Provosts Office etc.
- Have responsibility for balancing conflicting demands for the use of the venue to ensure all events receive a consistent level of service.
- Have responsibility for resolving client queries with advice from colleagues if appropriate during event contractual phase.

### **Environment - work demands, physical demands, working conditions, work context**

#### **You'll normally work:**

- Making daily decisions without direct supervision but requiring regular consultations over ongoing event enquiries and bookings.
- Flexibly, focussed, and have excellent administrative and customer service skills and be able to work in a complex and high-pressure environment.
- Office-based for the majority of the time (60%)
- Taking prospective clients on venue show rounds as required (20%)
- Flexibly co-ordinating events often evening and weekends (20%)
- In public areas for part of their working day, the public areas may be noisy and congested (20%)
- On the phone and emailing clients, Lord Provosts office, elected members and colleagues continuously.
- With some requirement to take care in relation to the working environment, work activities and dealing with people although this will not be more than the normal required of a council employee.

### **Supervision and management of people**

- No direct management of staff
- Will be responsible for overseeing Modern apprentice vacancies or other work-related schemes

## **Resources the job holder will be responsible for**

- Support the City Chambers Events Team Leader for meeting income targets through venue sales and associated services.
- Support other Internal stakeholders, Lord Provost office, Committee Services through booking process and planning and organising events.
- Responsible for ensuring that the booking systems are managed and updated in line with agreed procedures.

## **Additional information - health and safety (DO NOT AMEND THIS SECTION)**

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees' responsibilities:

1. Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.
2. Co-operating with management and following instructions, safe systems and procedures.
3. Reporting any hazards, damage or defects immediately to their line manager;
4. Reporting any personal injury and work-related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).