

LEEDS CASTLE

DESIGNED TO ENTERTAIN & AMAZE

EVENTS COORDINATOR ROLE PROFILE & JOB DESCRIPTION



LEEDS CASTLE

JOB DESCRIPTION

JOB TITLE: *Events Coordinator*

REPORTS TO: *Event Manager*

DEPARTMENT: *Events*

LOCATION *Leeds Castle is a stunning, 900-year-old moated castle, set in 500 acres of Grade II listed parkland, situated in the beautiful Kent countryside. The Castle has been open to the public through the Leeds Castle Foundation since 1974 and continues her story as a glamorous retreat and popular visitor attraction.*

PURPOSE *To assist the Event Manager in planning and budgeting a quality, Visitor Engagement annual programme with the support of the Head of Audience Development. Ensuring events meet the Castles Spirit of Place and audience segments. Deliver engaging, customer focused, experiences to the Day Visitors within budgets set. Supporting the Events Manager in planning and delivering ticketed and the Estate Keynote Events.*

KEY TASKS

- *To work with the Event Manager to development an ambitious annual events programme that reflects Spirit of Place & the needs of the audience segments.*
- *To keep abreast of current trends and competitors/ stakeholders' events.*
- *To be available to work evenings and weekends where necessary to support the successful deliver of the events programme.*
- *To document the post event analysis with the Head of Audience Development and the Events Manager, questioning if the event met the objectives, including budget reconciliation.*
- *To work with the Marketing team to ensure their support in providing timely collateral for events.*

- *To keep up to date, budget spreadsheets for each event. Ensure purchase orders are raised and invoices correct prior to payment. Deliver all events within the budget set.*
- *Working with the Event Manager, ensure all equipment, services and contractors are engaged/ on site in advance of the event and meet the requirements of the brief and are on brand.*
- *To ensure all licences, health & safety documentation and RAMS are in order before delivery an event.*
- *Working with the DV Manager ensure sufficient staff are engaged to set up and deliver each event efficiently.*
- *Support the Event Manager in ensuring all public facing managers/ supervisors have a briefing session and cascade event information down to their staff prior to the event day.*
- *To produce operational notes on the set up, live event and breakdown for each event.*
- *To support the Events Manager in producing risk assessments for all events.*
- *Ensuring all contractors and staff working on the event work adhere to the safety standards and obey site rules (such as driving speed, use of telehandlers on grass)*

CORE ACCOUNTABILITIES

- *Excellent organisation, communication and team building skills.*
- *Follow Company regulations in Health & Safety and maintain a safe working environment.*
- *To ensure personal standards of presentation, performance and attendance beyond reproach at all times.*
- *Successful delivery of the events programme with good feedback from visitors and participants*

SKILLS, KNOWLEDGE, EXPERIENCE REQUIRED

- *Excellent Microsoft and IT skills.*
- *Strong team player.*
- *Adaptable to surroundings.*
- *Experience of planning and delivering events*
- *Budget management*
- *Works under own initiative and takes accountability for completing task set*
- *Pragmatic and flexible approach*
- *Audience focused*
- *A confident, professional communicator, both verbal and written*
- *Creative, innovative and questioning*
- *Organised and disciplined in meeting deadlines*

In addition to your main areas of responsibility, the values and behaviours that are required from all our people for the successful delivery of our vision and strategy are summarised below:

| | |
|----------------|--|
| VISION | <i>To be the South's top heritage destination for relaxation, hospitality & experiences that surprise & delight</i> |
| VALUES: | <i>WELCOMING: Everyone is treated as a valued guest</i> |
| | <i>BEHAVIOUR: We welcome our guests with warmth & the personal touch, going the extra mile to make sure guests have a fabulous experience, while keeping them safe. We are inclusive, welcoming people of all races, genders, ages, sexualities & abilities. We build connections with communities & partner organisations to reach those who experience barriers to visiting.</i> |
| | <i>SURPRISING: We are a living, breathing heritage site, a place that uses its assets with joy. We look at life through a different lens, seeking surprising hidden stories & new approaches</i> |
| | <i>BEHAVIOUR: We are curious, think laterally & always look for the Leeds Castle 'twist' to make us stand out. We are agile, flexible & open to change.</i> |
| | <i>ENDURING: As estate custodians, we understand our assets, think long-term in caring for & improving them & leaving a healthy, positive legacy for future generations.</i> |
| | <i>BEHAVIOUR: We manage finances for the long-term, investing wisely & monitoring payback. Staff spend charitable funds prudently, always seeking best value. We minimise environmental footprint & work towards net zero carbon emissions. We plan regular maintenance & capital projects to protect our assets, doing the job properly & once. Our decision making is ethical, transparent & has integrity.</i> |
| | <i>NURTURING: We continue the estate tradition of looking after our people & communities.</i> |
| | <i>BEHAVIOUR: We respect different skills, experience & views. We work as one team, supporting & developing staff, recognising this is a lifestyle, not just a job. We take ownership of challenges & opportunities, successes & failures, always learning from experience. We are a good neighbour & partner, with a positive influence in Kent and beyond.</i> |

All candidates will be recruited against the above criteria regardless of their sex, racial, ethnic or national origin, disability, age, sexuality or responsibilities for dependents. We value a diverse workforce and celebrate our differences

This Job Description is not exhaustive. You should be aware that you may be required to perform other duties as required.

By signing this job description, you are confirming that you have read and understood all of the above and agree to adhere to this description whilst carrying out your role as Events Coordinator.