



CHETHAM'S LIBRARY

JOB DESCRIPTION

Job Title: Chetham's Library and College House Events Manager

Responsible to: Chetham's Librarian

Hours of work: 35 hours per week, flexible, will include weekends and evenings

Contract: Fixed term contract of 12 months duration initially (subject to annual performance appraisal, reviewable and extendable by negotiation)

Salary: £27,000

Holiday entitlement: 20 days plus Bank Holidays, to be taken in consultation with the Chetham's Librarian to ensure events cover throughout the year.

Notice period: Two months

Key Relationships: Chetham's Librarian, Bursar, Heritage Manager, Development Team, Domestic Services.

Main Purpose of Post

- To take responsibility for the successful delivery of a programme of weddings, commercial hire and internal events within Chetham's Library and College House, ensuring that all events are efficiently organised, managed, resourced and delivered to a high professional standard, enhancing the reputation of Chetham's as an events venue.
- To optimise income profitability and develop a commercial hire strategy that will deliver targets, attract new business and promote Chetham's Library and College House as a high quality commercial and wedding venue.
- To work closely with the Heritage Manager and others in Chetham's Library to ensure that the cultural identity of the organisation is respected and enhanced by all

commercial bookings and partnership events, building the reputation of Chetham's Library and College House as a significant heritage attraction and cultural hub.

- To work closely with the Development Manager and others in the Development Team to maximise income generation and generate new fundraising opportunities.
- To work closely with the General Manager of The Stoller Hall and the Events Manager of Chetham's School of Music to maximise commercial opportunities for the whole Foundation.

Responsibilities

Sales and Marketing

- Develop proactive marketing strategies, materials and procedures designed to promote Chetham's Library and College House as a high-quality commercial and wedding venue, and oversee the implementation of these.
- Research and identify opportunities for development to achieve targets and ensure business growth, including cross-selling and upselling to existing clients and contacts.
- Liaise closely with the Development Department to maximise income generation, identifying and cultivating new contacts, patrons and corporate sponsors and promoting commercial opportunities to existing contacts.
- Establish, maintain, develop and promote relationships with venue-finding organisations, corporate clients, city centre visitor and tourist accommodation networks.

Event Management

- Plan, manage and deliver to the highest professional standard all weddings, commercial and internal events in Chetham's Library and College House.
- Liaise with internal and external event partners to provide the highest standard of service to clients and ensuring that all procedures and guidelines are adhered to.
- Liaise with colleagues in Chetham's Library, School of Music, Stoller Hall, Marketing, Development, Domestic Services, Maintenance and Security Departments to ensure smooth running of internal and external events, including set-up, set-down, cleaning and the provision of technical resources.
- Oversee all internal communications, ensuring that all events information is fully updated on the Chetham's diary management system, and prepare weekly event sheets for team meetings and circulation.

Service, Client and Guest Care

- Act as the primary point of contact for all event enquiries, responding promptly and efficiently to all event enquiries within 24 hours and ensuring adequate cover when unavailable.
- Manage relationships with clients and potential clients from initial enquiry and site visit through to post-event aftercare, providing a first-class service and professional experience and develop and implement a system of client review and evaluation. Ensure any necessary follow-up action is taken, promptly addressing and resolving any issues. Share feedback with colleagues and use as a constructive tool.

Staff Management

- Using safer recruitment guidelines, recruit, maintain and manage a team of events staff, taking into consideration the unique nature of the site and requirements for safeguarding; ensure that all events staff are trained and updated on Health and Safety guidelines, site rules and procedures.
- Implement and maintain a system of staff development and appraisal for all events staff.

Financial

- Prepare the draft annual income and expenditure budget for Chetham's Hall Ltd for approval prior to the start of the financial year and take responsibility for meeting operational targets for bookings and events, monitoring financial performance and achieving agreed budgetary targets.
- Be responsible for all purchasing for events and ensure the purchase ordering system is adhered to, approving and passing invoices to the Accounts Department promptly and ensure that invoices are sent out promptly and efficiently.
- Report on a regular basis to the Bursar and the Chetham's Librarian on financial status of events, past and projected.

Compliance and Legal

- Ensure that current Health and Safety and Food Hygiene standards and Licensing legislation and regulations are applied at all times to protect organisation and customer interests.
- Produce and keep up-to-date risk assessments for events and venue hire and ensure all necessary licences are in place for event delivery.

- Keep the external venue hire contract and terms and conditions up to date, and ensure that it is adapted as necessary for clients.

General

- Report and contribute to relevant governance and management committees, Health and Safety and Operations meetings, and others as required.
- Maintain good awareness of external events being held in the locality and represent the needs of the organisation.
- Maintain confidentiality of information acquired in the course of undertaking duties. and operate in accordance with Chetham's policies and procedures including, in particular, Chetham's Child Protection and Safeguarding Children Policy Statements.
- Undertake such other duties and responsibilities as may be reasonably required by the Foundation.

Terms of Employment

This job description reflects the principal accountabilities of the post and identifies the level of responsibility at which the post holder will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out after consultation with the post holder.

CHILD PROTECTION AND SAFEGUARDING CHILDREN

The post holder will be required to obtain clearance via Chetham's from the Disclosure and Barring Service and in addition to comply with the specific requirements of Chetham's in relation to child protection and safeguarding.

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact, will be to adhere to and ensure compliance with Chetham's Child Protection and Safeguarding Policy Statements (available at www.chethams.com) at all times. If, in the course of carrying out the duties of the post, the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in Chetham's, s/he must report any concerns to Chetham's Child Protection Officer or to the Head (as appropriate).

This Policy and Procedure is in line with national directives and must be adhered to by all staff. Chetham's is committed to the development of good practice and sound procedures. We will always endeavour to fulfil our duty to challenge or intervene in order to protect all students at Chetham's. Concerns and referrals will be handled in a sensitive and professional manner which will support the needs of students and staff. Chetham's recognizes the contribution it can make to protect and support students.

I agree that I have read and understood the attached job description.

Employee's name

Employee's signature

Date



CHETHAM'S LIBRARY

PERSON SPECIFICATION

Chetham's Library and College House Events Manager

Essential Knowledge, Skills and Experience

Knowledge

Educated to degree level in a relevant subject, or comparable work experience in a customer/client focused role.

Knowledge and understanding of budgetary control and financial reporting.

Practical understanding of event software such as Artifax.

Practical understanding and knowledge of current Health and Safety legislation, Food Hygiene legislation and Licensing regulations.

Skills

Excellent communication skills, both written and verbal.

Strong team leadership skills and willingness to lead by example.

Excellent interpersonal skills.

Strong organisational and administration skills, including attention to detail and multi-tasking.

Ability to promptly and efficiently deal with problems and challenges as they arise.

Ability to manage own workload and work effectively under pressure in a busy environment both independently and as part of a team.

Competent and confident in office software, including word processing, spreadsheets and presentations.

Ability to control and manage budgets and create financial reports.

Expertise in sales and marketing and meeting revenue targets.

Experience

A minimum of two years experience of working in a comparable events role or similar environment.

Experience of organising and delivering weddings.

Management and supervision of staff including training and development.

Experience of dealing with clients from enquiry to event delivery.

Experience of budgetary control, working with profit and loss accounts, and financial reporting.

Experience of effective sales and marketing techniques with a proven record of positive sales impact.

Experience of financial and HR duties including invoicing, purchase orders, credit control, time sheets and staff rotas.

Proven track record of financial performance.

Desirable Knowledge, Skills and Experience

Experience of working in arts and culture and/or heritage sectors.

Experience of using Artifax event software.

Experience of promotion/marketing in the events and/or heritage sector.

Understanding and experience of development and fundraising.

Design and marketing skills.

The post holder will be required to undergo a Disclosure and Barring Service check at Enhanced Level.