

JOB DESCRIPTION

POST:	Events Coordinator
POST HOLDER:	
REPORTS TO:	Events and Training Manager
SALARY:	£22,474.00 - £27,274.00
LOCATION:	Worcester
WORKING HOURS:	37 hours per week
MAIN PURPOSE:	To be responsible for coordinating events and promoting/selling attendance at the Chamber of Commerce events.

KEY DUTIES / RESPONSIBILITIES:

1. To be responsible for the co-ordination, promotion and delivery of allocated Chamber Forums (Manufacturing, Food & Drink, Sustainability and Growth – 4 of each per year) including: Venue management/online platform, coordination with sponsors, arranging speakers, organising catering and equipment, ensuring target attendee numbers are met, raising purchase orders and uploading information into CRM and Outlook.
2. To be responsible for the promotion of all Patron and Strategic events including: Sending invitations electronically and via telephone, organising catering/menu choices if needed and ensuring target attendee numbers are met. To also raise purchase orders and upload information into CRM and Outlook.
3. To produce prep materials for the allocation of events as above including, badges, delegates lists, attendee sheets, Chamber literature, agendas, name cards, menu choices, quiz's, prizes and presentations.
4. To provide up to date and relevant events information to the Senior Events Co-ordinator about each event for updating the Business Direction Magazine and weekly e-newsletters.
5. To ensure the Chamber website is up to date with information for the allocation of events as above.
6. To provide support for the annual Chamber Business Awards, five Conferences and two Chamber Business Expo's.
7. To respond to incoming enquiries to the events department, ensuring timely follow up and maximising sales and revenue opportunities, via the events inbox and telephone.
8. To use targeted methods of phone calls to encourage Members to book onto events.
9. To attend events to providing hosting support.
10. To process event bookings and cancellations using the companies CRM system.
11. To perform any other duties required within the Events and Training Department.

GENERIC TASKS:

1. To keep updated with all new literature and information and maintain a thorough knowledge of new procedures.
2. To work closely with other team members and complement and support the organisation's delivery and development.
3. Any other duties as directed by your Line Manager.
4. To ensure that any management information is entered onto the Chamber's databases (CRM and Exchequer) on a regular continual basis.
5. To work closely with the Quality Manager and your team to ensure team-wide compliance to ISO9001. To facilitate improvements to the quality management system and to co-ordinate an annual review of quality documentation which specifically relates to your department.
6. To adhere to and actively promote the Chamber Equal Opportunities policy.
7. At all times to work within the organisations Health and Safety policy and to ensure as far is reasonable that safe working practices are established, maintained and followed.
8. To work within and assist in maintaining IIP principles for the organisation.
9. To carry out any other duties as required by the business to achieve commercial objectives.

PERSON SPECIFICATION:

1. Proven experience of working within a similar administrative/events role.
2. Proficient in the use of Microsoft Office.
3. Proficient in use of Twitter & LinkedIn.
4. Drive, initiative and enthusiasm.
5. Professional credibility with high levels of personal motivation.
6. Ability to communicate confidently at all levels (verbally and in writing).
7. Ability to manage a range of different tasks with developed time management skills.
8. Ability to work on own initiative with minimal supervision.
9. Results driven.
10. Customer focussed.
11. Ability to work outside of working hours for events.
12. Flexibility with regards to working hours.
13. Enjoys interacting with people.
14. Good attention to detail.
15. Confident in hosting and presenting at events.

MOBILITY:

1. Ideally, a car owner with full driving licence.