

**Events Manager/ Venue Hire Coordinator
Job Description and Person Specification**

The Charterhouse has been living the nation’s history since 1348. In that time, it has served as a monastery, private mansion, boys school and as an almshouse, which it remains to this day. The majority of our buildings date back to the Tudor period, with elements of medieval, Victorian and more modern architecture. Our remarkable historic site is used as an event and filming venue, situated on 7 acres near Barbican in central London. In January 2017, for the first time in its history, the Charterhouse opened to the public with a museum, shop and learning centre as part of the *Revealing the Charterhouse* project.

Since opening we have welcomed over 100,000 visitors to our museum and we have hosted an increasingly diverse range of commercial hires, from work as a film location for numerous major productions, as a venue for London Fashion Week, as a backdrop for product launches and editorial photography, and as a high-end location for catered events.

We are looking to recruit an events Manager/ Venue Hire Coordinator who is pro-active and customer-focused, to join our Venue Hire team to deliver first class customer service. The position provides an opportunity for a motivated and enthusiastic individual to make a significant contribution to an ambitious heritage site with a burgeoning Venue Hire business in the heart of London.

For further information about the Charterhouse please see our website: www.thecharterhouse.org
Please send your CV and a covering letter explaining how you meet each of the criteria in the person specification to Miko Malkowski at the Charterhouse (hrinbox@thecharterhouse.org).

Job title:	Events Manager/ Venue Hire Coordinator
Working Pattern:	Full time – Monday to Friday (35h per week)
Salary:	£26,000.00
Location:	The Charterhouse, Charterhouse Square, London, EC1M 6AN
Duration:	Permanent
Notice Period:	2 Month
Department:	Venue Hire
Line Manager:	Venue Hire Sales and Marketing Manager
Job Summary:	

	<p><i>The Venue Hire Coordinator's key responsibility is to collaborate with the Venue Hire team to enhance business growth through innovative upselling strategies. This role demands a commitment to exceptional customer service, effective management of front-of-house staff, and the execution of events with precision. Additionally, robust administrative skills are essential to ensure seamless operations within the venue hire department.</i></p>
<p>Key Responsibilities:</p>	<ul style="list-style-type: none"> ● Follow up on the concepts and proposals approved by Venue Hire Sales Manager and clients and put them into reality. ● To support the Venue Hire team in completion of administrative functions, ensure accurate reporting and analysis of departmental income and profit. ● Liaise with the Charterhouse preferred caterers and internal caterers to agree catering arrangements. ● Collaborate closely with the Head of Human Resources to recruit, train, and manage the front-of-house team. Oversee the scheduling and rotation of Event Bank staff, in addition to coordinating with external agency personnel. Responsible for the accurate submission of staff hours for payroll processing and ensuring adherence to our internal compliance procedures. ● Work closely with the Estates & Facilities Team to ensure appropriate support for key events. ● Ensure compliance with food hygiene standards and procedures by working with key stakeholders. ● Manage and maintain the event administration to ensure that this is kept up to date including all files, client database management and revenue tracking – whilst maintaining GDPR compliance. ● Hiring of supplies, equipment, and beverages, ensuring purchase orders are raised, invoices are processed through Sage 200 – in line with our procurement process. ● Manage private hire Events and functions including: <ul style="list-style-type: none"> ▪ Coordinate and manage the set-up and production of the event on site, ensuring the delivery of a high-quality event. ▪ Liaise closely with the client throughout the event to ensure that they are happy with the progress of the event and to ensure we remain friendly, approachable, yet highly professional. ▪ Responsible for ensuring bank staff are properly dressed, trained, and briefed fully before the event begins. Delegate duties before and continually monitor staff performance to ensure highest standards of service are always maintained. ▪ Co-ordinate with chefs/the kitchen team throughout an event to ensure that food is served on time, correctly presented and as the client has ordered and expects. ▪ Liaise with external caterers throughout the event to ensure the set up and derig of the event is to the standard of the Charterhouse.

	<ul style="list-style-type: none"> ● To conduct site visits to showcase the venue, explain the services and terms and conditions, for small scale events as Sales Manager instructs. Planning of small-scale events from point of enquiry. ● Cross departmental communication on all upcoming events, including the Brothers (our residents). ● To maintain the relationships with approved suppliers and ensure all support services are provided in a safe, efficient, timely and customer-focused manner.
<p>Key Skills:</p>	<p>Essential</p> <ul style="list-style-type: none"> ▪ 1+ years’ experience in event management at Assistant Manager or supervisor level ▪ Hands-on experience of booking, diary management, quoting and managing/delivering events ▪ Demonstratable experience in multi-tasking and managing events for up to 200 guests ▪ Flexible approach to duties and working hours and a willingness to work anti-social hours as required ▪ Excellent customer service skills ▪ Experience in briefing and motivating mixed teams of staff ▪ Excellent communicator who can flex their communication style to suit the situation and audience ▪ Exceptionally organized, demonstrating meticulous attention to logistical planning and robust back-of-house management capabilities ▪ Experience of working under pressure, to tight deadlines and producing accurate results ▪ Good working knowledge of Microsoft packages particularly Excel, Word and Outlook ▪ Proficient with numbers and accounting ▪ Dedication to fostering diversity and representation, with a demonstrable ability to work with people from a wide variety of backgrounds and age <p>Desirable:</p> <ul style="list-style-type: none"> ▪ Knowledge of relevant Health and Safety and Fire Regulations ▪ Experience of filming/ photoshoots and wedding events ▪ Experience using Sage200, event management system or any other CRM software ▪ Proactive interest in latest trends in event industry
<p>Requirements</p>	<p>The Charterhouse is a 7 day a week operation and it regularly hosts events outside of its core hours; flexibility to work occasional weekends and out-of-hours is therefore a requirement of the role.</p> <p>This position requires a Basic Criminal Records check which will reveal any unspent convictions. A criminal record may not necessarily be a bar to</p>



	employment, as any decision will be treated on its merits and individual circumstances subject to the Charterhouse's overriding obligations to protect the children and vulnerable adults in its charge, members of the public, the safety of the Charterhouse's staff and collections.
Health and Safety:	The post-holder will assist in promoting and maintaining their own and others health, safety and security as defined in the Charterhouses Health and Safety policy.
Safeguarding:	All employees are responsible for taking all reasonable measures to ensure that the risk of harm to children and vulnerable adults are minimised. They should take all appropriate actions to address concerns, working to agreed local policies and procedures, including the guidance on Safeguarding, in partnership with other relevant agencies. This includes accessing appropriate training, advice, and support.
Disclosure and Barring Services:	This post will be subject to a DBS Disclosure check at the point of recruitment and thereafter.
NB. This job description reflects the requirements of the Charterhouse as of June 2024. The role and duties of the post are subject to change in line with the future development of the Charterhouse. The Charterhouse reserves the right to make such changes as are necessary and any changes required will be discussed with the post-holder as appropriate.	