

**Job Description**

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| **Job Title:**  | Events Coordinator |
| **Location:**  | Hatfield Park, Hertfordshire |
| **Contract:**  | Permanent |
| **Hours:**  | 37.5 hours per week. This post can involve some weekend and bank holiday working |
| **Reporting to:** | Conference and Events Manager |

**Place of work**

Hatfield House in Hertfordshire offers a variety of unique venue options for hire. Its rich history is showcased in the Old Palace and the Riding School, among other spaces, the extensive grounds provide a variety of settings for diverse outdoor events. This historic venue combines authentic charm with versatile spaces to cater to any event's needs. For more information please visit [Hatfield House](http://www.hatfield-house.co.uk).

**Summary of the role**

This is an exciting opportunity to join Hatfield Park during a pivotal time as we bring our conferences, weddings and events functions in-house. This dynamic role offers the chance to be at the forefront of our transformation, contributing to the growth and success of the business. You will have a vital part in crafting extraordinary customer experiences and driving our business forward, all whilst working in a vibrant and evolving environment. It's a perfect time to come on board and be a part of shaping our future.

**Main responsibilities / duties**

As an Events Coordinator, you will be at the forefront of creating unforgettable experiences. Your role involves direct communication with clients to understand and fulfil their event needs, showcasing the unique aspects of our venue to potential clients, and meticulously planning and coordinating every detail, from catering to logistics. You will also manage relationships with third party suppliers, oversee budgetary aspects, and ensure smooth execution of events, all whilst maintaining excellent client relationships and administrative efficiency.

* Directly support the Conference and Events Manager to grow Hatfield Park’s corporate events, conference and wedding business.
* Own the planning and execution of a wide range of events including corporate gatherings, conferences, weddings, and ground outdoor events.
* Collaborate with clients to understand their vision and requirements, ensuring their event is executed flawlessly.
* Coordinate client contact for new enquiries, amendments and final details, and liaise with the appropriate operational teams to ensure all event details are handed over so that service is delivered to exceed the client expectations.
* Liaise with external suppliers to negotiate contracts, ensuring quality and cost-effectiveness.
* Coordinate with various departments to ensure seamless event management.
* Provide a high-level of customer service, addressing client concerns and feedback promptly and professionally.
* Ensure client satisfaction is a top priority, creating memorable experiences for all attendees.
* Compliance and Safety: Ensure all events comply with health and safety regulations.
* Support with conducting client tours to establish all requirements and create the bespoke experience that leverages the uniqueness and authenticity that Hatfield Park offers.
* Each month review the 6-month rolling availability and highlight high and low demand dates and support the team to maximise booking opportunities.
* Support the Conference and Events Manager in researching markets to identify opportunities for new business.
* Assist the marketing team to update online and digital communication.
* Arrange the effective distribution of marketing materials.
* Monitor competitor activity and highlight response required.
* Support the team to ensure all invoices are accurate prior to moving forward for approval.
* Maintain the enquiry log to record details to maximise the conversion of enquiries into bookings.
* Support the data integrity of the booking database and successful implementation of systems and processes to ensure departmental compliance with GDPR regulations.
* Undertake any other reasonable duties as may be required by the Conference and Events Manager.

*These duties may change from time to time in consultation with the post holder, to reflect the needs of Hatfield Park.*

**Desirable Skills and Attributes**

* Experience in event coordination or sales is a plus, but a can-do attitude and eagerness to learn are equally valued.
* A go-getter with a strong ability to sell and promote event spaces with confidence and enthusiasm.
* Excellent verbal and written communication and interpersonal skills, with the ability to engage clients and team members alike.
* Excellent time management and organisational skills to handle multiple tasks efficiently.
* A keen eye for detail and professional manner
* Strong influencing and relationship-building skills, with a customer-focused approach.
* Administration IT skills, including computer literacy and familiarity with database/booking packages (including ideally Event Temple) and CRM
* Flexibility to adapt to new challenges and changes in a dynamic work environment.
* Good understanding of social media and how to use it to promote events and generate opportunities.
* Able to think creatively and bring fresh ideas to event planning and execution.
* Ability to work collaboratively within a team while also taking the initiative to lead on individual projects.

**Discretionary Benefits offered with this role include:**

* Pension, via salary exchange
* Life cover
* Private medical insurance, with the option to add family members
* 25 days holiday each year, plus bank holidays, with the option to purchase up to 3 additional days each year
* Cycle to work scheme
* WeCare – Employee Assistance Programme, mental health support and virtual GP appointments, available 24/7
* Season ticket loans
* Eye test vouchers
* Programme of wellbeing events and offerings throughout the year
* Staff recognition programme
* Additional holiday days offered at long-service milestones – 5 / 10 / 15 / 20 years’ service
* Charity policy with a paid leave day for volunteering
* Complimentary or discounted events tickets, including tickets for other Treasure Houses
* ‘Life Works’ – Discounts for shops, restaurants, cinemas etc.
* Retail discounts in Stable Yard shops, within the grounds of Hatfield Park (including 50% discount at The Coach House Kitchen and 10% discount at The Oak House and Carl Russell and Co, amongst others)