



# FUNCTION COORDINATOR

## BACKGROUND AND PLACE OF WORK

Hatfield Park 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 also provide various 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 our website.

## SUMMARY OF THE ROLE

This is an exciting opportunity to join Hatfield Park's vibrant and evolving events team. You will play a vital role in crafting and delivering extraordinary customer experiences and driving our business forward.

## MAIN RESPONSIBILITIES AND DUTIES

As a Function 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 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, conferences and weddings business.
- Own the planning and execution of a wide range of events including corporate bookings, conferences, and weddings.
- 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.
- 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.

**Job title:** Function Coordinator

**Location:** Hatfield Park Estate  
Office, Hertfordshire

**Contract:** Permanent

**Hours:** Typical working hours are 37.5 hours across 5 days per week.

Due to the nature of events, this position involves regular weekend, evening, and bank holiday work. The working pattern will include at least one fixed weekend day per week.

**Reporting to:** Conference and Events Manager

**Start date:** By agreement

- 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.
- Support the Conference and Events Manager in researching markets to identify opportunities for new business.
- Assist the marketing team in updating online and digital communication.
- Arrange the effective distribution of marketing materials.
- Support the team to ensure all invoices are accurate prior to moving forward for approval.
- Maintain the enquiry database to maximise conversion of leads.
- Support with the setup of venue spaces, ensuring pre-event checklists have been undertaken and rooms have been set up as specified on the Event Order, ensuring to report any venue issues to the Conference and Events Manager or the Head of Property.
- Consulting with catering staff to ensure timely service of food and beverage elements.
- Consulting with security staff to ensure correct closing procedures are undertaken.
- Assisting with the planning and execution of internal events where needed.
- Writing event instructions and ensuring key information is clearly communicated across the wider estate team.
- Undertake any other reasonable duties as may be required by the Conference and Events Manager.
- There is always scope for additional responsibility and projects where candidates show willingness and capability in their role.

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

## ESSENTIAL SKILLS AND ATTRIBUTES

- Experience in event coordination or sales is a plus, but a can-do attitude and eagerness to learn are equally valued.
- Positive, engaging and client-focused.
- Flexibility to deploy into various parts of the operation and support the team where required.
- Confident in communicating with everyone from children to VIPs.
- Calm under pressure and able to operate independently to solve problems.
- 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 manage multiple tasks efficiently.
- Polished, engaging, with a keen eye for detail and a professional manner.
- Strong influencing and relationship-building skills, with a customer-focused approach.
- Administrative 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.





- A 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 individual projects.

## DISCRETIONARY BENEFITS

- Salary according to experience.
- Pension via salary exchange.
- Life cover.
- Private medical insurance, with the option to add family members.
- 25 days of 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 reimbursement.
- 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 of service.
- Charity policy with a paid leave day for volunteering.
- Complimentary or discounted event 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.

## HOW TO APPLY

Please send your CV and a covering letter, either by email or post, to:

Verity Burgess  
Conference and Events Manager  
Gascoyne Estates  
Hatfield Park Estate Office  
The Melon Ground  
Hatfield  
AL9 5NB

Email: [v.burgess@hatfieldpark.co.uk](mailto:v.burgess@hatfieldpark.co.uk)

Closing date: TBA

## PRIVACY NOTICE

Please visit <https://www.hatfield-house.co.uk/privacy-notice/> to read our Privacy Notice about how we process the personal information you supply to us with your application.

