



# VACANCY FOR EVENTS OFFICER

## ROLE DESCRIPTION

<b>Role title</b>	Events Officer.
<b>Reporting to</b>	Head of Commercial Enterprise.
<b>Accountable to</b>	Guildford Cathedral Enterprises Ltd, The Chapter of Guildford Cathedral.
<b>Purpose</b>	To provides administrative and operational support to the Events team within Guildford Cathedral Enterprises, including responsibility for finance procedures and ensuring that bookings are processed efficiently.
<b>Hours and salary</b>	28 hours per week; weekend or evening working is frequently required for which time off in lieu is given; £22,000 per annum.

## BACKGROUND

Guildford Cathedral is a sacred space and a community of people who engage with God and the wider world for the common good. We do this by being a warm-hearted community open to God, to all, to growth and to transformation. Over 100,000 visitors come to the Cathedral each year and our Cathedral 'community' comprises thousands who feel close to the Cathedral because of historical connection: the purchase of a brick in the 1950s, their membership of the worshipping congregations, or staff and volunteers. The core task of Guildford Cathedral is worship. Daily and Sunday choral services are the backbone of our work. The Cathedral is led by the Dean with the Cathedral Chapter which is akin to a Board of Directors and charity trustees. The Chief Operating Officer leads the small lay staff and the Head of Commercial Enterprise, who is also responsible for the Café Restaurant, the Shop and Visitor Experience, has overall responsibility for Events.

## ROLE

The Cathedral is running an ambitious programme of events of a wide variety. We are looking for an enthusiastic events professional to join the team which welcomes a large number of clients of many different types in order to generate much needed income for the Cathedral. The Events Officer provides administrative and operational support to the Events team within Guildford Cathedral Enterprises, including responsibility for finance procedures and ensuring that bookings are processed efficiently.

## KEY TASKS

## Operations

- Provide operational support on the day of events, acting as directed by the Head of Commercial Enterprise.

## Administration

- Support the Head of Department in checking and updating the events databases and Cathedral diary.
- Prepare and circulate regular reports as requested, checking and cross-referencing the accuracy of data such as dates and financial information.
- Issue and pursue outstanding invoices and purchase orders as required on behalf of the Head of Department.
- Provide administrative support for all events as required, including preparing contracts and printing of signage.
- Co-ordinate the provision of designs for client literature and to assist in marketing activities including social media.
- Ensure all team and supplier documentation is up to date and filed appropriately for ease of use by the Events team.
- Organise and attend meetings as requested, providing administrative support to any follow up action as required.
- Provide administrative assistance in events projects, ensuring deadlines are met and advising the Head of Department with information of delays or discrepancies.

## Sales

- Be the first point of contact for all venue hire sales enquiries and bookings.
- Handover enquiries to the Head of Department with a clear and efficient brief to optimise conversion potential.

## Processes

- Assist in maximising the benefits of all software solutions which underpin the work of the Events team.
- Ensure that Events policies, procedures and guidelines are followed, responding promptly to any requests for policy information both internally and externally.
- Streamline administrative and operational procedures where appropriate, suggesting improvements for the benefit of clients and the Events team.

## KEY RELATIONSHIPS

- Head of Commercial Enterprise.
- Visitor Experience Officer.
- Clients.
- Finance Manager.
- Dean's PA and Senior Administrator.
- Cathedral Graphic Designer.
- Cathedral Staff and Volunteers.

## REQUIRED SKILLS AND ATTRIBUTES

Essential	Desirable
<p><b>Education and Qualifications</b></p> <ul style="list-style-type: none"> <li>• GCSE level standard education.</li> </ul>	
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Previous experience in events management.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience in working in a unique setting such as a listed building or similar.</li> </ul>
<p><b>Knowledge and Skills</b></p> <ul style="list-style-type: none"> <li>• Strong communication and interpersonal skills.</li> <li>• Excellent customer service skills.</li> <li>• Excellent financial and numerical skills.</li> <li>• IT skills and administrative competence (Microsoft Word, Excel and Outlook).</li> <li>• Flexibility to respond positively and appropriately to new opportunities and challenges.</li> <li>• Capacity to value the volunteers who work in the Cathedral and to respond to the needs of those who come seeking help and advice.</li> </ul>	
<p><b>Personal</b></p> <ul style="list-style-type: none"> <li>• A team player, holding the personal qualities necessary to work well with other members of the Cathedral team, both paid and volunteer.</li> <li>• Enthusiasm to learn and develop the skills needed.</li> <li>• Personal reliability, ability to take responsibility and to work unsupervised.</li> <li>• Ability to work independently and under pressure.</li> <li>• Willingness to take all necessary training.</li> <li>• Comfortable working in a Christian environment.</li> </ul>	

## APPLICATION PROCESS

To apply for this post, please visit the Cathedral Website ([www.guildford-cathedral.org](http://www.guildford-cathedral.org)) and complete the application form provided. Please send this with a covering letter addressing the

Key Tasks and Essential Skills and Attributes, as well as your CV, to [Dops@guildford-cathedral.org](mailto:Dops@guildford-cathedral.org) or Matt O'Grady, Guildford Cathedral, Stag Hill, Guildford GU2 7UP. Referees will not be approached without your consent. Applications will only be considered with a completed application form, CV and covering letter. Guildford Cathedral operates under a Safer Recruiting policy. Proof of eligibility for working in the UK will be required before appointing.

For an informal conversation please contact Matt O'Grady on 01483 547864.

Closing date for receipt of application is 27 March 2024. Shortlisted candidates will be called for interview during the week commencing 8 April 2024.