



# Wedding/Events Coordinator

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**Great people, great place!**

**Hours:** 37 hours a week, full year (Working weekends and evenings)

**Salary:** £27,925 to £30,382 FTE per annum

**Closing:** Monday 6th January 2025 at 9.00am

**Interview Date:** TBC

**Start Date:** ASAP (subject to satisfactory pre-employment checks)

Victoria Hall is an important multi-purpose venue set in the heart of the World Heritage Site of Saltaire and is used by a diverse range of clients. Shiplely College acts as Managing Agents for Victoria Hall on behalf of the Salt Foundation who are a registered charity.

Our Wedding/Events Coordinator is a key part of the venue team. Under the direction of the Victoria Hall Manager, you will deliver excellent customer service to the wide range of users of the Hall, with a friendly, solution-focussed approach to dealing with queries, as well as a high level of organisation and planning skills.

You will deliver a first class wedding service guiding couples through the process from enquiry through to planning and coordination of the event, and being on hand during the day itself.

You will be the main point of contact for all new wedding and events bookings, handling queries, carrying out site visits, planning and logging events utilising the Hall booking system. You will also provide administrative and general support to the Victoria Hall Manager as required.

You will be self driven, organised and have great attention to detail, can advise and interpret what our potential clients and bridal couples would like for their special day and events we host for them. Additional duties will be to cover reception at certain times on certain shifts - a real people loving role.

<b>Benefits we offer include:</b>	<b>We are looking for someone who has:</b>
<ul style="list-style-type: none"> <li>● Enhanced Annual Leave</li> <li>● Pension Schemes</li> <li>● Professional Development opportunities</li> <li>● Access to a free gym on site</li> <li>● Reduced cost train travel*</li> <li>● Access to free onsite car parks</li> <li>● Shopping discounts with discount app</li> </ul> <p>*qualifying period applies</p>	<ul style="list-style-type: none"> <li>● Level 2 Numeracy and Literacy or equivalent (or be working towards)</li> <li>● Event management experience</li> <li>● A proven track record in delivering excellent customer service</li> <li>● Dealing with members of the public from a diverse range of backgrounds</li> <li>● Experience within the weddings industry</li> <li>● An understanding of safeguarding and a commitment to creating a safe environment</li> </ul>

**How to Apply:** Application forms can be obtained from [www.shingley.ac.uk](http://www.shingley.ac.uk). Completed applications should be submitted to [jobs@shingley.ac.uk](mailto:jobs@shingley.ac.uk)

<p>Employment offers are subject to pre-employment checks including DBS, references, online checks and right to work. Shingley College is committed to safeguarding and promoting the welfare of children, young people and adults and expects all staff to share this commitment.</p>	<p>The College is actively committed to a policy of equality of opportunity for all through education and therefore encourages applications from all regardless of age, disability, economic status, gender, race, religion and beliefs or sexual orientation.</p>
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## JOB DESCRIPTION

Post Title:	Wedding / Event Coordinator
Responsible to:	Victoria Hall Manager

### INTRODUCTION

The following information is provided to assist staff joining Shingley College to understand and appreciate the work content of their post and the role they are to play in the organisation. The following points should be noted:

- Whilst every endeavour has been made to outline the main duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings, therefore, may have been used below, in which case all the usual associated routines are naturally included in the job profile.
- Employees should not refuse to undertake work, which is not specified on this form, but they should record any additional duties they are required to perform and these will be taken into account when the post is reviewed.
- Shingley College is an Equal Opportunities Employer and requires its employees to comply with all current equality policies in terms of equal opportunity for employment.
- Shingley College is committed, where possible, to make any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

## OVERALL PURPOSE OF JOB

Victoria Hall is an important multi-purpose venue set in the heart of the World Heritage Site of Saltaire and is used by a diverse range of clients. Shipley College acts as Managing Agents for Victoria Hall on behalf of the Salt Foundation who are a registered charity.

Our Wedding/Events Coordinator is a key part of the venue team. Under the direction of the Victoria Hall Manager, you will deliver excellent customer service to the wide range of users of the Hall, with a friendly, solution-focussed approach to dealing with queries, as well as a high level of organisation and planning skills.

You will deliver a first class wedding service guiding couples through the process from enquiry through to planning and coordination of the event, and being on hand during the day itself.

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## DUTIES AND RESPONSIBILITIES

- To deliver excellent, friendly and professional customer service to visitors, hirers and suppliers of Victoria Hall, through contact in person, by phone, email and social media.
- To meet with hirers/potential hires, contractors and suppliers, conduct show-rounds and pre-event meetings. To meet with couples for initial planning and pre-wedding confirmation meeting, and rehearsal if required.
- Be on hand throughout the wedding day itself, ensuring elements are in place, layouts are correct and rooms ready; all suppliers are on time; and generally ensure the smooth running of the day.
- Lead the Front of House team on event days, layout decorations including table decorations, seating plans, etc, on the morning of the events, or evening before if applicable.
- Feedback any team development areas to the Victoria Hall Manager.
- Maximise potential income for the venue through communication with potential hirers.
- Maintain a good relationship with all suppliers to maximise revenue through the recommended supplier scheme.
- Coordinate the planning, preparation and administration of wedding/events at Victoria Hall.
- Work with the client to offer advice with a friendly and solution-focussed approach regarding wedding/event requirements with excellent attention to detail.
- Liaise with all the clients suppliers and the venue bar team to ensure requirements are understood, timings are clear and all health and safety requirements are met.
- To introduce best practice and proactively seek ways to improve current working procedures.

- Keep up to date with Victoria Hall business development needs and financial position, and proactively work towards business targets as outlined by the Victoria Hall Manager. Run financial reports and write business updates when required.
- Identify and action any requirements to ensure the presentation of the venue is to the highest standard.
- Identify and action any marketing opportunities to increase bookings and revenue.
- Represent Victoria Hall at key events and meetings where necessary and when required on behalf of the Victoria Hall Manager.
- To deputise for the Victoria Hall Manager when required.
- When required to undertake other administrative/front of house duties.
- To be a key holder, and open and close the building when required. To have a flexible approach to working hours within the week.
- To use a range of IT applications eg: word processing, database, spreadsheets, event management software (after training if unfamiliar with the software).
- To carry out role responsibilities with regard to health and safety and risk assessments.
- To act as Victoria Hall's health & safety representative at meetings, feed back to the team and manager and suggest improvements.
- Following training, become a First Aider.
- To work with approved contractors on building and maintenance works when required.
- To undertake updates to the website in the absence of the Victoria Hall Manager.

## GENERAL

- To demonstrate a positive commitment to the implementation of the College's Equality and Diversity Policy and to the maintenance of a culture of continuous quality improvement and innovation.
- To undertake Staff Development/CPD Training as required by the nature of this post and the range of duties described within this job description.
- To use IT as designated appropriate to the nature of the role.
- To be aware of the responsibilities under the provision of the Health and Safety at Work Act and the Control of Substances Hazardous to Health Regulations (COSHH) in terms of your own safety and the effects of your own actions on colleagues, students and visitors.
- To be responsible for safeguarding and promoting the welfare of young learners and vulnerable adults the post-holder is responsible for or comes into contact with.

- To support and promote the College's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the College's negative environmental impacts wherever possible.
- To undertake such other duties commensurate with the grade of the post as may reasonably be required at your initial place of work or at other locations in the College catchment area.

## PERSON SPECIFICATION

### ESSENTIAL CRITERIA

*In your supporting statement please ensure you reference every point in this category. Applications which do not address each point in the essential criteria will not be progressed to interview. **If you do not meet all of the essential criteria, please do not progress with your application.***

Level 2 (equivalent) Qualification in Maths or willingness to work towards
Level 2 (equivalent) Qualification in English or willingness to work towards
Previous experience event management experience
Previous weddings industry experience
Strong interpersonal and communication skills, including excellent co-operation and working as part of a team
Excellent customer service skills with the ability to achieve and maintain an excellent standard of customer service with colleagues and public customers from diverse backgrounds
Ability to set up function spaces and move items in line with Health & Safety
Able to work shifts, evenings and regular weekends and be flexible

### HIGHLY DESIRABLE CRITERIA

*These points are scored the same as the essential criteria. In order to score highly, we strongly recommend that you reference every point in this category where possible.*

Excellent planning, organisational skills & practical problem solving skills
Strong work ethic, with ability to prioritise workload and manage time effectively working to tight deadlines
Creative approach to problem solving skills and positive solution focused approach to tackling problems or queries.
Calmness and objectivity to work in pressurised situations
Systematic and diligent in record keeping
Ability to use initiative
Ability and willingness to make a positive contribution to the implementation of the college Equal Opportunities Policies
Experience in operating event booking systems and planning work schedules
Strong ICT skills, such as word processing and email

Flexibility with working hours as the nature of the post will require evening and weekend working as appropriate (e.g available to attend the Hall out of normal hours as a key holder)

Willingness to undertake both on and off the job training as and when deemed necessary

## DESIRABLE CRITERIA

*In order to score highly, we strongly recommend that you reference every point in this category where possible.*

Level 4, or above, qualification in relevant subject, for e.g. management qualification; event management qualification

A manual handling training certificate gained within the last 3 years

Excellent knowledge of hygiene and cleanliness routines, and knowledge of correct usage and application of a wide range of cleaning chemicals/products/equipment

First Aid Trained

Experience of turning enquiries into confirmed bookings, and maximising potential hire revenue

Experience of working with event booking system(s)

An understanding of business development and growth

Knowledge of Health & Safety Legislation and its importance in the workplace

Sales experience within a hospitality environment

Ability to think beyond usual boundaries and constraints to provide positive innovative solutions

Knowledge and experience of Equality, Diversity and Inclusion

Knowledge or experience of Safeguarding

Knowledge of the PREVENT agenda

# Victoria Hall (then)

## The Village

Saltaire is named for philanthropist Sir Titus Salt and the River Aire, which flows between the village and Roberts Park. Salt had the village built in the 1850s as housing for workers in his enormous new textile mill (still known as Salts Mill). This was a revolutionary development at a time when nearby cities of Bradford, Leeds and Manchester had people crammed into slums. His model village became a landmark across the world, and is now a UNESCO World Heritage Site.

## Architecture

Salt admired 15th century Italian architecture, so chose that style when commissioning 'a centre for recreation, culture and learning' for local people. The building now known as Victoria Hall was designed by architects Lockwood and Mawson, and its doors first opened in 1871. A reception marking its 150th anniversary was held in 2022 to thank all the people whose work helps to keep the doors open.

The Lions outside Victoria Hall (and the Salt Building opposite, part of Shipley College) have stories to tell too. They were designed by sculptor Thomas Milnes of London, and were – apparently – originally destined for the bottom of Nelson's column in Trafalgar Square in London. Local legend has it that the lions clamber down to the River Aire after dark each night to drink, before returning the next morning. We've tried to catch them, but they're pretty sneaky for such big lions.

## Billiards, Bagatelle and Fencing, oh my!

When it opened, Victoria Hall housed a library, gymnasium and rifle drill-room, fencing room, armoury, chess room, laboratory and lecture theatre, bagatelle and billiards room, a school of art, and a large dance hall with a fully sprung floor. It was perfectly suited to a huge variety of events, and we still are today, hosting weddings, meetings, exhibitions, festivals, concerts and lavish balls.

## Famous Faces

Sir Titus Salt hosted an impressive array of speakers such as historian John Ruskin, Prime Minister Benjamin Disraeli and the great explorer David Livingstone. Charles Dickens was booked to speak shortly before his unexpected death in 1870. To this day the venue still attracts visitors from across the globe. It has also been used as a filming location, including for celebrity chef Heston Blumenthal's Great British Food series.

# Victoria Hall (now)



We're a small but perfectly formed team, passionate about delivering great customer service and looking after this beautiful venue to pass on to the next generation to do the same thing.

Our team and the Salt Foundation trustees believe in looking after this gorgeous old lady of a venue for future generations.

She has seen so many stories over the years! We're delighted to do our bit in helping to add new stories to that history and ensuring her long term success.

We believe in really looking after our clients. The buzz we get when we see your event going well, introduce a visitor to the building's history, or see the joy in a couple's eyes when they've just got married here - you can't beat it

We believe in our community: our fabulous, creative and varied Saltaire, but also the whole of Yorkshire. We're immensely proud of our corner of the world, our clients and fantastic recommended suppliers!