

Venue and Event Coordinator –Job description

Salary Grade: £23,100 pro rata

Hours of Work 19 hours on site (usually, Thursday and Friday plus one-half day, with some flexibility)

Length of contract – This is a fixed term post for two years, with an opportunity to extend, subject to the success of the role.

Reports to: Director

Liaises with: Staff team; Volunteers; Members; Clients, Key Stakeholders; Community Partners

Role overview

The **Venue and Event Coordinator** will make an impact by maximising revenue generation for the charity from venue hire, location hire and events, at an exciting time in our history, as we have just reopened our newly refurbished building. The post holder will actively market our new spaces, show prospective clients around and create a visible and compelling offer to attract local businesses, groups, partner organisations and other leads.

This role will support our events programme by booking speakers, arts practitioners and caterers as required and ensure that our spaces and resources are maintained and in good order. The post holder will recruit and book suitable volunteer front of house and tour guides and contribute to their training to maximise opportunities to recruit new members and venue clients and offer a warm welcome to all.

Areas of responsibility and duties

- Responsible for developing and maintaining clear and efficient systems and processes for booking, room set ups and packages; to scale up our venue hire offer
- Responsible for marketing and networking to promote venue hire at the Institution including via Linked In and other social media.
- Responsible for booking rooms and extra services as required, showing potential hirers the spaces and meeting individuals' requirements.
- Identifying suitable preferred caterers who can supply services for private clients.
- Administering the venue hire process, requesting purchase orders and responding to client requests.
- Liasing with the Finance Officer on invoices and payments relating to venue and building.
- Working with team members to meet the annual business income target to be agreed with the Director.
- Developing and delivering income generating events, such as business networking events and private tours.
- Assist with the rolling maintenance programme in liaison with Director, informed by the Quinquennial review.
- Recruiting and booking volunteer front of house and tour guides, arranging training as required.

- Lead staff member for Health and Safety procedures.
- Regularly generate and contribute to social media campaigns aligned to venue hire and place.
- Write a quarterly venue hire bulletin for the newsletter and keep the venue hire webpage updated.
- Uphold the values of the DEIs charity business plan for venue hire and front of house.

Person Specification

Essential

Experience in leading on venue hire, location hire, event planning or income generation for venues.

Excellent written, verbal communication and interpersonal skills.

Highly organised, methodical, and able to set up new systems and processes and prioritise a variety of tasks.

Competent in the use of IT and confident in the use of social media including FB, IG, X and Linked In.

Personal qualities

Self-motivated with a positive outlook.

A highly professional manner and ability to network with external organisations and stakeholders.

Empathy and an ability to support volunteers.

Able to support other staff and work as part of a small team.

Desirable

Knowledge of Health and Safety practices with a willingness to develop in this area

An interest in or knowledge of historic sites, architectural history, art history or special collections libraries.

Knowledge and application of the vision, policies, and procedures of the DEI.

We offer:

- A beautiful historic working environment in central Exeter
- Museums Association approved salary scale
- 33 days pro rata annual leave - plus two-week office closure over Christmas and New Year
- Opportunity to join our pension scheme with 6% employer contribution
- Event tickets for DEI and partner events on site
- CPD opportunities, bespoke to the post holder