

Job description and person specification

Job Title:	Wedding & Events Co-Ordinator and Assistant House Manager
Employment Type:	Fixed-term for 12 months
Hours:	40 hours per week
Reporting to:	Head of Operations & Events
Salary:	£35,000 per annum
Location:	Bath
Date:	February 2025
	Flexible working available at discretion of line manager

St John's Foundation is a local charity dedicated to fostering an age-friendly community through housing and outreach services, helping older adults live independently for longer. Beyond our work with older adults, we support those who have reached a point of crisis in their lives, as well as working to create communities where children can grow up happy, healthy, and well-educated.

Every aspect of our work is built upon our values of trust, kindness, and courage, and inspired by our purpose: To change lives. For good.

At St John's we believe that not all great minds think alike. We are an equal opportunities employer and your unique perspective is valuable to us.

Please let us know if we can make any **reasonable adjustments** for you during the recruitment process. This may include, but is not limited to:

- being flexible with the time and location of our interviews
- providing interview questions in advance
- allowing more time for any assessments
- adapting the interview environment to reduce sensory input

If you have any questions about what the interview process involves (after reading our job advert) please contact "hadministration@stjohnsbath.org.uk" and we will be happy to talk.

Job description

We are seeking a passionate and highly organised Wedding and Events Co-Ordinator to manage, plan and execute seamless events, primarily focusing on weddings and private events. The ideal candidate will possess strong communication skills, attention to detail, and the ability to manage multiple tasks under pressure. As the face of our Events Team, you will be responsible for ensuring each event runs smoothly, meets client expectations, and exceeds all standards of service. We anticipate the Wedding and Events Co-ordinator to take up around 25 hours of this role and then the remaining time will be spent as the House Assistant. Within the House Assistant role, we will require a professional and efficient support running the operational tasks of the House.

This role requires working on weekends, evenings and during holiday periods, as weddings and events can often take place during these times.

Wedding & Events Co-Ordinator – Key responsibilities:

- Events planning and co-ordination:
 - Working closely with clients to understand their vision, requirements and preferences for their wedding or event.
 - Managing event schedules, timelines, budgets and vendor relations, ensuring all details are attended to.
 - Conducting site visits to confirm venue logistics and ensure that the event space is prepared to client specifications.
- Client communication and relationship management
 - Acting as the main point of contact for clients, responding promptly to emails, phone calls, and in-person inquiries.
 - Providing guidance and advice to clients on wedding/event planning, trends and recommendations for vendors (e.g., florists, caterers, photographers, etc.)
 - Ensuring clients' needs and expectations are exceeded through the planning process.
- Vendor and supplier management
 - Sourcing, negotiating and co-ordinating with suppliers and vendors, ensuring they deliver on time and within budget.
 - Monitoring supplier contracts, payments, and timelines.
- Onsite event management
 - Overseeing event setup, ensuring all elements are in place according to plan.
 - Supervising event staff and volunteers, assigning duties and troubleshooting issues.
 - Providing on-the-day co-ordination, ensuring that the event and transitions between different activities runs smoothly from start to finish.
- Budget and financial management
 - Assisting clients with event budgeting and ensuring the event stays within the allocated financial plan.
 - Tracking expenses and payments to vendors, ensuring accuracy and timely payment.
- Post-event follow-up
 - Conducting post-event evaluations with clients to gather feedback and ensuring satisfaction.
 - Handling all necessary follow-up tasks such as return of rentals, deposits, or resolving any issues that arose during the event.
 - Maintaining event records and ensuring the proper storage of client files for future reference.

Assistant House Manager – Key responsibilities:

- Operational running
 - You will make sure that the day-to-day running of the House is smooth and proactively manage risks to health and safety of visitors. This includes but is not limited to creating and delivering all social media content, answering calls and emails; checking and ordering stock; opening and closing the House; liaising with cleaners; setting up meeting rooms; and being a general point of contact for all clients.
- Managing memberships

- You will carry out administrative tasks such as contract management, inducting members, monitoring invoice payments, and carrying out risk assessments. This may include sorting post in line with anti-money laundering procedures (for which training will be provided).
- Attend training and team meetings
- Engage in the performance development review process
- Be aware of health and safety requirements at all times
- Undertake any other duties as may be required from time to time to fulfil the needs of the Foundation and/or Trading Company.
- Other duties within the broad scope and purpose of the job as requested by the line manager.

Person specification

Essential

- A passion for delivering exceptional customer service and creating memorable experiences.
- A creative mindset with an eye for detail and design.
- A calm and composed demeanour under pressure.
- Excellent verbal and written communication skills.
- Proactive, able to use initiative and solve problems efficiently.
- Experience in event planning, preferably in weddings or large-scale events.
- Strong networking skills to build relationships with vendors and suppliers.
- Ability to juggle multiple events at once.

Desirable, but not essential

- A degree in Events Management, Hospitality, or a related field.
- Experience with using HubSpot or a similar scheduling tool.

Recruitment process

Interviews will be held on 25/02/2025 and 04/03/2025 with the Head of Operations & Events and House Manager. They will last 1 hour and include a verbal interview and short task.

In the interview we will ask you for examples of:

- Examples of how you've managed multiple tasks simultaneously and ensured each ran smoothly
- Describe a time when you had to handle an unexpected problem during an event. How did you resolve it?
- Can you provide an example of how you've worked with a client to bring their vision to life, while managing their expectations and budget?