

Commercial Sales & Events Coordinator Permanent, Full Time

Who we are



We welcome nearly a **million people to Gunnersbury** each year, some for a friendly game of footy, others for the wedding of their dreams or even a local group going down memory lane in the museum, and it's the faces they meet: our events and commercial team who play a key role in ensuring they have the best possible experience and they

return again.

Gunnersbury Park & Museum launched onto London's cultural scene in 2018 as the **destination in West London** for music concerts and outdoor cinema... but that's not even half our story.

We could also tell you about our **local history museum winning NPO** status, our Grade II* listed parkland which has been awarded **Green Flag** and **London In Bloom Gold**, our 21 listed buildings and structures, our education and community programmes, our brand-new sports facilities and Putt in the Park.

There's so much to be excited about at Gunnersbury and a real opportunity to help shape its future by joining our team.

Role Description

As Commercial Sales & Events Coordinator you'll provide **essential administrative and operational support** to the commercial department. From helping to put together event packages and maintaining the back-office systems to liaising with clients and suppliers, setting up for events and delivering the best possible experience to guests on the day, you'll make sure we deliver a **first-class service**. Weddings, film shoots (we can certainly name drop a few people!), event and venue hires - you'll deliver **excellent customer service and administrative support**. You'll be helping to **maximize Gunnersbury's commercial potential** and ensure a **safe and welcoming environment for everyone**. There is real variety to this role and an opportunity to work across all areas of the estate.

Overview

Job Title: Commercial Sales & Events Coordinator	Hours: Full time, 37.5 hrs/week, working 5 days out of 7, some evenings/weekends/bank holidays	Location: Gunnersbury Park Museum (the role is site-based)
Salary: £26k-£29k p/a + benefits	Responsible to: Commercial Sales & Events Manager	Annual leave: 25 days + bank holidays FTE

Main duties and activities

Organisational & Administrative

- To assist with putting together event, venue hire and catering packages, benchmarking against competitors and conducting market research into prices, products and trends
- To maintain communication with clients from initial enquiry and throughout the event planning process to ensure that the event runs smoothly on the day and requirements are met
- To respond to emails in a timely manner, maintaining Gunnersbury's great reputation for customer service
- To maintain the venue booking system, ensuring accurate data entry and adherence to GDPR regulations
- To compile appropriate, accurate information in the form of function sheets to aid staff to deliver events and functions to meet the expectations of the client
- To build and maintain relationships with suppliers and source the most appropriate furniture, equipment and decoration for events
- To liaise with suppliers as necessary regarding delivery times, pricing queries, short deliveries, credit notes, etc
- To assist in the management and upkeep of stock levels for function and event consumables
- To assist with ensuring the Event Team's storage facilities are kept tidy and that

equipment is easily accessible when required

- To assist the Commercial Sales & Events Manager with maintaining an up-to-date equipment inventory, ensuring all items of equipment are accounted for and are in good working order
- To prepare reports and pass to the Commercial Sales & Events Manager and Head of Operations & Commercial as directed
- To assist in updating and maintaining website content relating to events and bookings
- To maintain accurate and up to date recipe spec cards, allergen matrices and picking lists
- To proactively seek opportunities to sell venue hire and event packages to potential clients / local businesses and to be knowledgeable of the events market
- To assist the Commercial Sales & Events Manager with events and hires administration, ensuring that all licences are up to date and all due diligence paperwork is obtained prior to events taking place

Event and Function Delivery

- To organise venue hire and room bookings for meetings and conferences from enquiry through to execution on the day
- To assist with the planning and execution of larger events, such as weddings and corporate dinners/parties
- To assist with organising film/photo shoots, ensuring rooms are clean and set-up prior to hire, returned to their standard layout post-hire and any damage or missing equipment is reported to the Commercial Sales and Event Manager and film broker straight away
- To meet with clients / potential clients and conduct show-rounds of the venue and rooms
- To ensure that rooms and furniture are set up in a timely manner, all equipment is tested prior to events and rooms are reset following events
- To conduct pre and post event checks, ensuring any damage to fixtures, fittings or equipment is reported straight away to the Commercial Sales & Events Manager and

follow up action is taken

- To book both casual and agency staff and supervise their work throughout events
- To ensure all food hygiene regulations and procedures are followed, as directed by the Commercial Sales & Events Manager, and special diets and allergens are clearly labelled

Financial Duties

- To keep records of goods or services delivered, or other commercial activity to enable the appropriate charges and invoices to be compiled
- To ensure that all financial paperwork including invoices, purchase orders and payroll information is processed in a timely and accurate manner
- To ensure that Gunnorsbury's Financial Procedures are adhered to at all times, and to ensure that best value for money is obtained
- To assist the Commercial Sales & Events Manager and Finance Team during the billing process to make sure all charges are completed
- To be aware of budgets and assist in upselling the venue and its services in order to achieve financial KPIs and, if possible, improve upon income generated
- To quote prices for events, including sourcing external equipment hire

Other

- To attend meetings and undertake training as required
- To attend networking events in order to build connections and potential clients
- To report defects in a timely manner ensuring that spaces are clean, tidy and ready for operational use
- To follow and comply with all health and safety, emergency and fire safety procedures and assist during emergency situations
- To undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested

- To demonstrate a flexible approach to work to accommodate business need

Person specification

Requirements	Essential E Desirable D
Candidates/post holders will be expected to demonstrate the following	
Knowledge, Skills & Abilities	
At least 1 years' experience of selling, planning and coordinating a variety of events	E
Ability to communicate effectively and enthusiastically with a wide range of people, including clients, volunteers, staff, contractors and other service users	E
Knowledge of removing barriers to access and commitment to providing equal access for all	E
Ability to work with initiative both independently and as part of a team	E
Ability and desire to work flexibly, including some evenings, weekends and bank holidays	E
Strong literacy and numeracy skills	E
Excellent attention to detail	E
Able to stay calm under pressure and in emergency situations	E
Strong problem-solving skills	E
Excellent listening skills, approachable, responds positively to change and new challenges	E
Appropriate Health and Safety qualifications or the willingness to train to acquire	E
Good working knowledge of basic Health & Safety procedures, including food hygiene regulations	E
Experience	
Previous experience of providing excellent customer service in a front of house role, ideally in a commercial venue or event space	E
Experience of data entry and use of a client database or booking system	E
Experience of providing excellent administrative support	E
Experience of working with diverse audiences	E
An excellent role model who promotes high standards of probity, integrity and honesty	E
Experience of supporting events and venue hire	E
Desire to work for a charitable organisation	D
Experience of checking and maintaining stock levels and placing orders with suppliers	D
Previous experience of emergency and evacuation procedures	D