



THETFORD TOWN COUNCIL

Job Title:	Venues & Hospitality Coordinator
Place of work:	Carnegie Room, Thetford
Hours of work:	37 hours of work – (Flexible hours to include evenings and weekends within overall Venues team schedules)
Salary:	£20,541 per annum (SCP scale point 21)
Pension	Opportunity to join the Town Council pension scheme
Responsible to:	Venues Events & Marketing Manager
Responsible for:	Pool of sessional caretakers, bar and catering support staff

VENUES & HOSPITALITY COORDINATOR

We are looking for an experienced Hospitality professional to join our team as a Venues and Hospitality coordinator. This role will see you promoting, securing and coordinating event bookings, always ensuring customer requirements are met. The successful candidate will use their natural sales ability to drive forward sales by growing the venues' customer base to which you will promote our various conference and hire opportunities.

KEY RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO:

- Building strong relationships with both new and existing clients
- Networking with potential clients to promote conference and hire opportunities available at the venue
- Promoting, securing and coordinating event bookings
- Setting up the venue in line with specific customer requirements
- Organising and supporting with catering, IT, media and decoration arrangements for events

- Publishing sessional staff rotas and dealing with staff queries
- Responsible for the purchasing and management of stock
- Successfully liaising with venue staff to ensure the events meet customer expectations
- Assisting with all aspects of the delivery needs of the venue and hospitality business

PERSON SPECIFICATION:

- Previous experience working within a corporate hospitality environment
- Proven experience of successful budget management
- Excellent communication and interpersonal skills
- Ability to lead and direct a team
- A passionate and energetic approach to customer service
- Strive to continually improve and exceed customer expectations
- Ability to effectively purchase and manage stock
- Strong IT skills including Office, Excel and Outlook
- Ability to work to targets and drive forward sales
- Excellent organisational and time keeping skills
- Strong knowledge and experience of a variety of social media platforms
- Ability to build relationships with customers, suppliers and staff at all levels
- Strong attention to detail
- Proven ability to work to strict deadlines
- Ability to adapt to change and thrive under pressure

QUALIFICATIONS:

- Personal licence holder (desirable, training can be provided)
- Hospitality qualifications (desirable, training can be provided)

APPLICATION DEADLINE & INTERVIEWS:

Completed application forms together with any supporting information should be sent to;

David Brooks,
Venues Events & Marketing Manager,
Thetford Town Council
Kings House, King Street, IP24 2AT

Please mark your envelope 'Job Application' or alternatively personally deliver to the Reception, Kings House Monday-Friday 9am-4pm.

Deadline for receipt of Job Application forms is 4pm Monday 5th November 2018.

Those candidates selected to attend an interview will be contacted and given a time to attend on Thursday 22nd November 2018.

The successful candidate will be expected to commence work from 2nd January 2019.

APPLICATION FORM



Strictly Private & Confidential

THETFORD TOWN COUNCIL

Registered employment address:

King's House, King Street, Thetford, Norfolk, IP24 2AP

APPLICATION FOR EMPLOYMENT

(Please complete all sections even if enclosing a CV)

Post applied for – VENUES & HOSPITALITY COORDINATOR

Surname –

Title -

First Names –

Address –

Post Code –

Telephone No. -

Mobile Phone No. -

E-mail address –

National Insurance No. –

Current (or most recent) Salary / Wage per hour–

EDUCATION & TRAINING -

Please list all school education, further and higher education, detailing – where, dates from and to, any examinations taken and grades achieved. Please continue on a separate sheet if necessary and note additional training is detailed in the next section.

Please detail all further training undertaken, giving the nature of that training, where it took place, dates from and to, any accreditation resulting from that training. Please continue on a separate sheet if necessary.

EMPLOYMENT INFORMATION

Please list your employment details starting with your current or most recent post, detailing the name of the employer, dates from and to, the job title of the position held, responsibilities of the job and reason for leaving. Please continue on a separate sheet if necessary.

Name and Address of Employer	Date From:	Date To:	Job Title/Job Function/ Responsibilities:	Reason for Leaving

REFEREES

Please give the names and addresses of two people who will provide a reference on your behalf. One should be your current or most recent employer:

Name –

Address –

Post Code -

Occupation and/or relationship to you –

Tel. No. –

Name –

Address –

Post Code -

Tel. No. –

Occupation and/or relationship to you –

HEALTH

Please state any health problem you may have which may hinder you from carrying out the duties of the post offered:

OTHER INFORMATION

Are you eligible to work in the UK? -

Do you own a motor vehicle? –

Are you prepared to use it in the cause of your work? -

Please state type of driving licence held? -

Where did you see this post advertised? -

In order for us to monitor our equal opportunities policy as recommended by the Code of Practice we would be grateful if you would provide the following information, though there is no compulsion to do so. This information is for monitoring purposes only and as with all other information contained in this application form is completely confidential.

Black – Asian/S.E. Asian -

Black – African/Caribbean –

Black – British/Other -

White – British/European –

White – Other -

Mixed –

Other – please state –

Date of birth –

Age –

The post you are applying for is subject to a full Police Enquiry report and as the work involves access to persons under the age of 18 previous convictions cannot be considered spent. Please detail below all convictions, including the nature of the offence, the dates and any sentence resulting from the offence. Please note you will be required to complete a Police Enquiry Report if your application is successful.

SUPPORTING LETTER

We cannot stress too strongly how important it is that you provide below a detailed letter supporting your application, it does have a considerable influence on who is finally short-listed. This is your chance to 'sell' yourself to us. Please include the reason why you are applying for the post, what you feel you have to offer, a little about yourself and your interests and so on. Please continue on an extra sheet if necessary.

Please feel free to enclose curriculum vitae if you feel this would provide additional information not contained in either the application form or supporting letter.

When completed return your application to –

Electronic: davidbrooks@thetfordtowncouncil.gov.uk

**Mall: David Brooks
Venues Events & Marketing Manager
Thetford Town Council
King's House
King Street
THETFORD
Norfolk IP24 2AT**