

Job Description: Events Co-ordinator

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| Function: | Corporate Services UK & Ireland |
| Job:  | Administration |
| Position:  | Events Co-ordinator  |
| Job holder: | New Role |
| Date (in job since): | ASAP (May 2024) |
| Immediate manager (N+1 Job title and name): | Events & Hospitality Manager |
| Position location: | NBCU – Central London |
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| 1. Who will suit this role? |
| Our client is a leading global media brand who host a large number of meetings, conferences, screenings and events for internal and external colleagues as well as high profile personalities from across the film and television sector.We are looking for an experienced, self-motivated Events Co-Ordinator who is comfortable in a role which demands a creative and customer focused mindset, delivering an exceptional level of service with an eye for detail. You will be working within an IFM team and be responsible for the end-to-end planning and execution of a variety of functions at our central London offices.If you are an **excellent communicator** who is **super-organised**, loves to **work at pace** and **relishes a challenge** then this is the role for you! |

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| 2. Organization chart |
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| **3. Context** |
| Success in this role means organizing memorable events for our client with enthusiasm, efficiency and passion. The postholder needs to have excellent communication skills and the ability to actively listen; paying attention to detail to fully understand and anticipate customer needs.**Co-ordination, Communication & Collaboration*** Working directly with internal teams and external vendors to ensure efficient and effective delivery of bespoke events and hospitality for large meetings.
* Communicating clear, concise, and timely updates to both internal and client stakeholders.
* Keeping the bookings database updated and working with the finance team to ensure accurate billing.

**Problem Solving & Decision Making*** Making decisions regarding resource allocation and space management.
* Troubleshooting problems and finding practical solutions to strike a balance between service excellence and routine business operations.
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| 4. Main assignments  |
| * Responding to all client enquiries in a timely manner, ensuring that all bookings are recorded in the system accurately and providing confirmation emails detailing requests.
* Working with client stakeholders to discover the most suitable location and hospitality offering to meet their needs.
* Leading weekly meetings with other service leads to ensure that the facilities are suitably prepared and presented ahead of the event.
* Planning events and hospitality end-to-end, paying attention to detail, logistics and budgets.
* Co-ordinating additional labour/resources for furniture moves as required.
* Checking the space on the day of the event to ensure all requirements & standards are met.
* Managing event suppliers and vendors, ensuring that all H&S requirements are adhered to.
* Liaising closely with the finance team to control costs and produce accurate invoicing.
* Negotiating with vendors and working with supply chain colleagues to ensure value for money.
* Monitoring and analyzing customer feedback ensuring results are shared and improvements actioned.
* Producing weekly, monthly and ad hoc reporting when required.
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| 5. Accountabilities |
| * Deliver exceptional customer experience alongside our events & hospitality team.
* Communicating with our colleagues and clients to build strong working relationships.
* Promoting quality and standardisation in our operational processes.
* Maintaining timely and accurate records of all aspects of bookings including logistics, resources and costs.
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| 6. Person Specification – Indicate the skills, knowledge, and experience that the job holder should require to conduct the role effectively |
| * Excellent communicator with the ability to engage with stakeholders at all levels in both oral and written form.
* Proficient organisational and planning skills showing attention to detail.
* Ability to remain calm under pressure.
* Demonstrates initiative by working proactively both within a team and independently.
* Proven track record in organizing successful events.
* Able to anticipate customer needs and build strong working relationships.
* Resilient with ability to adapt in a very fast paced, ever changing working environment.
* Experience working with booking systems and all Microsoft Office applications.
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| 7. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Client & Customer Satisfaction
 | * Negotiation Skills
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| * Communication at all levels
 | * Planning & Organising
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| * Time Management
 | * Driving best value
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| 8. Management Approval – To be completed by document owner |
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| Document Owner | Emma Longmate |

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