



Commercial Events Co-ordinator Permanent, Full Time

Who We Are



We are Gunnersbury Museum & Park Development Trust - a registered charity which manages west London's Gunnersbury Park and 21 listed buildings and structures within it.

We welcome nearly a **million people to Gunnersbury** each year: some for a friendly game of footy or tennis, others for the wedding

of their dreams or even a local community group going down memory lane in the museum.

Gunnersbury Park & Museum hosts a **variety of events** from outdoor music concerts, park events and exhibitions to weddings, corporate hire, filming and photo shoots.

We could also tell you about our **local history museum winning NPO** status, our 186 acres of Grade II* listed parkland which has been awarded **Green Flag** and **London In Bloom Gold**, our education and community programmes, or our brand-new sports facilities.

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

The Commercial Events Coordinator is responsible for providing administrative and operational support for a range of commercial events, weddings, corporate events and filming projects at Gunnersbury Park and Museum. You will provide the highest levels of service and health and safety standards for the benefit of our clients, their guests, suppliers, colleagues, the building and its collections.

As **Commercial Events Coordinator** you'll **take the lead** on delivering operational administration of **weddings, corporate events, small outdoor events and venue hires** and work with our outsourced caterers and other contractors to ensure a **first-class customer experience**. You'll also be working with our outsourced film contractors to enable the delivery of commercial **filming and photo shoots** across the Estate. **Excellent communication and relationship-building skills** are a key part of the role, as you'll be liaising with clients, contractors, suppliers and staff. You'll be a health and safety champion 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 Events Operation Coordinator	Hours: 37.5 hrs/week, over 7 days. evenings/weekends/bank holidays required	Location: Gunnorsbury Park Museum. Working from home and flexible working can be requested in line with organisational policy.
Salary: £29k p/a + Benefits	Responsible to: Commercial Events Operations Manager	Annual leave: 25 days + bank holidays

Main duties and activities

Organisational & Administrative

- Manage the delivery of weddings, corporate events and photoshoots. This includes managing all suppliers, internal and external stakeholders and contracted staff at the events.
- To be the main point of contact for a client prior to their event taking place and manage their event operationally.
- To operationally lead on the delivery of filming projects from the planning stages, with support from the Commercial Events Operations Manager, to facilitating site visits and taking the role of venue location manager, overseeing the film crew during the shoot.
- To maintain timely communications with clients throughout the event planning process from contract signature to ensure that the event runs smoothly on the day and requirements are met, maintaining accurate records.
- 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 excellent relationships with suppliers and other stakeholders
- To effectively manage a stock of equipment and consumables required for events and functions



- To ensure the Event Team's storage facilities are kept tidy and that equipment is easily accessible when required
- 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 Commercial Events Operations Manager as directed
- To ensure that all events and functions are planned and delivered safely and abide by Health and Safety policies, making sure that all necessary documentation such as Risk Assessments and Method Statements, HACCP, and insurance documentation is completed and recorded appropriately
- To ensure all venue policies and premises licence conditions are adhered to
- To actively seek post event client feedback, ensuring this is used to address issues, improve the service
- Liaise with contractors relating to future events and answer general queries from the sales team.

Event and Function Delivery

- To organise and deliver a range of events and functions to external clients including room/venue hire, weddings, small commercial outdoor events and corporate hire, providing exceptional customer service throughout the process
- To organise and deliver a range of events and functions on behalf of internal staff within the organisation, and charge back accordingly
- To work with and oversee external caterers and other contractors to ensure all events and functions run smoothly
- To work with our external film booking contractor to organise 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 contractor and financial reparations are billed to the hirer
- 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 Head of Commercial and follow up action is taken
- Act as Incident Manager when on duty for events, being responsible for the safety of guests and key contact for incident management.
- To ensure all food hygiene regulations and procedures are followed and special diets and allergens are clearly labelled

Financial Duties

- To keep detailed records of goods or services delivered, or other commercial activity to enable the appropriate charges and invoices to be compiled
- To ensure that Gunnersbury's Financial Procedures are adhered to at all times

Other

- To deputise for the Commercial Events Operations Manager as required
- To provide cover support to answer enquiries in a timely manner for the Commercial Sales team
- To provide administrative support for the Head of Commercial for outdoor events and data reporting, as required
- To attend meetings and undertake training as required
- To be a key holder and assist the Visitor Experience team in opening up/locking down the building/s pre and post event
- 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, including evenings, weekends and bank holidays

The role description is liable to change as the role and structure of the group changes to respond to key priorities and objectives. In addition to this, this role will involve frequent evening/weekend working as events take place in the museum.

Person specification

Requirements	Essential E Desirable D
Candidates/post holders will be expected to demonstrate the following	
Qualifications and Experience	
At least 1 year's experience of managing a variety of events including weddings, corporate events and private parties, ideally with a heritage venue.	E
First Aider or willingness to train to acquire	E
Experience of data entry and use of a client database or booking system	E
Experience of working with diverse audiences	E
An excellent role model who promotes high standards of probity, integrity and honesty	E
Experience of managing stock levels, stock security and placing orders with suppliers	E
Previous experience of emergency and evacuation procedures	E
Experience of working in a heritage environment	D
Knowledge, Skills & Abilities	
Ability to work with initiative both independently and as part of a team, collaborating across teams as necessary	E
Ability and desire to work flexibly, including evenings, weekends and bank holidays	E
Strong literacy and numeracy skills and the ability to analyse data and produce reports, with excellent attention to detail and proficiency in Microsoft 365 (Office)	E
Able to stay calm under pressure and in emergency situations, with strong problem-solving skills.	E
Excellent listening skills, approachable, responds positively to change and new challenges	E
Good working knowledge of basic Health & Safety procedures, including food hygiene regulations	E
Desire to work for a charitable organisation	D