

JOB DESCRIPTION

Job Title	Events Co-ordinator
Department	Christ's Hospital Enterprises Limited (CHEL)
Responsible to	Deputy Manager (CHEL)
Date Issued	January 2013
Main Purpose of Job	
<i>Responsible for:</i> Assisting in the management of commercial activities.	
Main Duties and Responsibilities	
<p>Prime Responsibilities: To assist the Commercial Manager and Deputy Manager(CHEL) by: -</p> <ul style="list-style-type: none"> a) Supporting the Deputy Manager, CHEL in the management of CHEL and BCS (Bluecoat Sports) trading activities b) Support the Commercial Manager in the management of the Bluecoat Sports operation <p>Secondary Responsibilities: -</p> <ul style="list-style-type: none"> a) To promote and maintain a strong working relationship between the Bursar's Department, the Head Master, Clerk and School & Bluecoat Sports Staff and external clients. <p>Commercial Activities.</p> <ul style="list-style-type: none"> a) To assist the Deputy Manager (CHEL) in managing profitable commercial events and lettings businesses. b) To deputise for the Deputy Manager (CHEL) in her absence. c) To assist in the organisation and implementation of commercial business, including touring potential clients around the facilities of the School. d) To provide on-site duty management at commercial events and in the BCS operation. e) To assist in the processing of CHEL & BCS recharges, invoices and receipts. f) To assist in the supervision of CHEL casual staff employed to support commercial activities at the school. g) To assist in liaising with school staff and departments supporting or affected by commercial activity. h) To assist in the organisation and operation of school events where necessary. i) To assist in the monitoring and administration of utility expenditure, risk assessments and accident reports. j) To provide additional support to BCS duty management and reception where necessary. 	

Behavioural Competencies

The following key behavioural areas have been identified as integral to the required performance levels of the role are explained below. Objectives will be set to improve and measure performance in these areas.

Customer Service

Promotes an approachable customer focused attitude at all times, even when dealing with difficult customers/situations
Understand fully who CHEL & BCS customers are, whether they are external (members/school) or internal (colleagues/other departments)
Ensures that customers are satisfied with service provided and follow up feedback where unsatisfactory customer service is perceived
Listen to and empathise with customers, taking complaints seriously at all times.
Puts the customers interests first but keeps in mind the needs of the business
Helps colleagues in tasks when support is required to balance needs of customers
Encourages others in improvement of customer service
Adopts appropriate elements of suggestions put forward by colleagues to improve customer service and/or escalates these through line management as appropriate
Shows flexibility to respond to suggestions internal/external customers make
Understand the link between the customer and increasing profitability

Leadership

Willing to support others by actively listening to ideas and concerns
Puts forward practical solutions to address others' concerns
Provides a good example to others at all times by promoting professionalism (by good communication, appearance, attitude)
Encourages others in improvement of customer service
Able to think on their feet when appropriate, with consideration for organisational policies
Recognises own strengths and limitations
Considers own performance at regular intervals without prompting from others
Considers others' objectives when planning work
Asks others about their tasks to gain understanding of their priorities
Motivates team members they are managing, providing constructive feedback on positive and negative performance
Promotes a positive "can do" approach

Commercial Understanding

Foster an understanding of commercial and business issues
Carry out tasks with regard for how much supplies/equipment/resources costs
Discourages waste and encourages team members to utilise resources cost effectively
Shows awareness of the cost implications of own actions
Puts forward suggestions as to how greater value for money could be achieved
Understands and demonstrates that customer needs are still met when cut-backs are made
Put forwards suggestions to attract new customers and retain our existing customers

Additional Information

1. The Company is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. It is the Company's practice to seek the successful candidate's consent for it to seek two written references and to ask for documentary proof of qualifications. Any offer of employment will be conditional on both of these being satisfactory to the Company. Additionally, candidates will be asked to provide proof of their identity.

Identity checks will be undertaken at interview and copies taken of appropriate paperwork; Approval to Work in the UK documents, proof of stated qualifications, driving licence/passport. Information will be obtained relating to employment "gaps".

It is the Company's policy that the successful applicant will be asked to complete a pre-employment Medical Questionnaire with the possibility of undergoing a pre-employment medical examination with a Company-nominated doctor. Any offer of employment will be conditional on the result of this medical examination being satisfactory to the Company.

2. This post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974, by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. If you are successful in your application and are subsequently offered employment, you will be required to disclose spent and unspent convictions against you. The fact of such a conviction will not necessarily debar you from employment but will be taken into consideration by the interview panel. Any information given will be completely confidential and will be considered only in relation to an application for a post to which the Order applies. Applicants should note that an Enhanced Disclosure check will be obtained for the successful applicant. (Further information about the Disclosure Scheme can be found at www.disclosure.gov.uk).

3. All staff must comply with the Equal Opportunities Policy.

4. The Company operates a Smoke-Free Policy and the post-holder is prohibited from smoking in the Club. Staff will not be released for a break that is specifically for smoking.

This job description reflects the present requirements of the job. As duties and responsibilities change and develop, the job description will be reviewed and be subject to amendment.