

Job Description
Events Manager
Full Time Permanent Contract

Location Emerson College, Forest Row

Reports to Director of Operations

Hours 40 hours a week from Tuesday to Saturday. This is a permanent employment position, where you will receive an employment contract, monthly payslips, holiday entitlement and pension contributions.

Starting date: 1 June 2022

Salary £ 22,000 to 24,000 gross per year depending on experience

Emerson College is an international centre for learning, discovery, and transformation. We welcome students and visitors from all over the world, celebrating the diversity and uniqueness of each person. Our core purpose is to help people enrich their inner gifts and unique skills to meet their full potential. We support people in finding their individual path to meaningful life and work through a holistic and Anthroposophical approach to learning set in the grounds of the world's only biodynamic botanical garden.

We offer adult education and retreats with an extensive range of holistic workshops, conferences, and events in several buildings, surrounded by over 23 acres of grounds, an apple orchard, a vegetable, flower, and herb garden and a large greenhouse facility. Our kitchen is well known for its creative, vegetarian, vegan and seasonal meals with over 40% sourced from our gardens. The College has a wholistic care ethos by creating a nurturing environment and the use of the facilities by groups seeking quiet sanctuary.

Purpose of the Role

The role entails promoting, arranging and hosting events, managing and communicating information with other departments, receiving students and tutors, providing all the logistics for the other departments to host courses. You will be passionate about delivering professional, efficient and exceptional guest service at all times and will also possess strong organisational skills.

Primary Responsibilities

- Responding to enquiries, showing the college facilities to potential clients and hosting events
- Agreeing event detail and generating formal booking agreements
- Setting up pricing plan for events and courses
- Gathering information from Partners for website and booking information

- Recording costs, deposits and invoicing for events
- Setting, communicating and maintaining timelines and priorities on different events
- Managing operational and administrative functions to ensure events are delivered efficiently
- Coordinating logistics (classroom setup, accommodation, meals etc) with colleagues
- Acting as Duty Manager as required during events
- Ensuring excellent customer service and quality delivery
- Setting up and advising on technology required for live-streaming courses, arranging Zoom, internet access, camera, projector, microphones and screen as required
- Work with colleagues, as appropriate, on:
 - budgetary and purchasing practices
 - continuous improvement of our service
 - working together and supporting each other when difficulties arise
 - liaising with colleagues
 - Carry Health and Safety awareness together with other staff
 - Participate in management, facilities and staff meetings

Person Specification

- You will be a friendly, outgoing person with excellent personal and communication skills.
- You will be passionate about delivering professional, efficient and exceptional guest service at all times and will also possess strong organisational and IT skills.
- You are well organised and able to prioritise and meet deadlines
- Able to work with detail and individual requests
- Comfortable negotiating and liaising with others
- Able to work with clear boundaries and expectations
- Accomplished at communicating – both written and verbally
- Excellent at working with a diverse range of people
- A good team player
- Creative and proactive, able to use your initiative
- Experience of working in a hospitality environment
- Willingness to work occasional evenings
- Interest in and support for the aims of the Emerson College Trust
- Interest in Anthroposophy and/or holistic adult education

Conditions of Service

Reporting to:	Head of Operations
Start date:	Immediate and until vacancy is filled
Hours:	40 Hours weekly from Tuesday to Saturday
Holidays:	Holiday entitlement is pro rata of 33 days per year including bank holidays with some holidays to be taken between Christmas and New Year when the College is closed.
Discounts & benefits:	Staff discounts on some courses and food, free parking, and a beautiful work environment. Opportunity to work for a charitable organisation drawing people from across the world and committed to making a difference by supporting people to connect with nature and to finding meaning in life.
Pension:	There is a contributory pension scheme.
Salary:	Range £ 22,000 to 24,000 gross per year depending on experience paid monthly in arrears
Right to work in the UK:	It is a requirement that any successful applicant has the right to work in the UK and can provide evidence of this. This is an express term and condition of your employment with Emerson College.
Prepared / version:	18/10/24 V1.0

Behavioural Competencies

COMPETENCE GROUP 1: HOW WE PROVIDE LEADERSHIP AND DIRECTION

- Leadership: Motivates others to achieve their objectives and goals through involvement and providing feedback and support. Provides and supports development to enable effective delivery.
- Managing Performance: Sets clear, aligned, high standard performance goals & objectives for self, others, and for the College.

COMPETENCE GROUP 2: HOW WE MANAGE OURSELVES

- Managing Our Own Work: Plans, structures, and prioritises own work to achieve optimum results.
- Communicating with Impact: Presents a positive image by communicating effectively, being resilient and treating people fairly.

COMPETENCE GROUP 3: HOW WE WORK WITH OTHERS

- Influencing outcomes: Adapts style and approach to achieve effective outcome.
- Meeting the needs of students and all guests: Establishes the needs of students and all guests and strives to ensure that these are met.
- Respect for Diversity and Equality: Treats all individuals with respect, responds sensitively to differences and encourages others to do likewise. Ensures equality of opportunity for all.

COMPETENCE GROUP 4: HOW WE MOVE FORWARD

- Achieving Results: Takes personal responsibility for making things happen. Shows motivation and perseverance in overcoming obstacles and achieving results.
- Continuously Improving Services: Seeks to continually improve the services and processes that impact on users.