

Job Description and Person Specification

Job title:	Visitor & Events Coordinator
Location:	Primarily based at Charlton House & gardens with responsibility for visitors and events across the Trust's portfolio
Contract:	Permanent
Reports to:	Visitor & Events Manager
Direct reports:	Events Assistants
Criminal Records Check:	None required

The Organisation

The Royal Greenwich Heritage Trust (RGHT) formed in May 2014, in partnership with the Royal Borough of Greenwich, to strengthen the management of important historic buildings and community assets in the Royal Borough. These include Charlton House and Greenwich Heritage Centre. Our purpose is to advance the education of the public in the history and heritage of the Royal Borough of Greenwich and surrounding area; to conserve the heritage assets in the Trust's care and ensure that these assets – buildings and landscape, collections and archives – and the history of the Royal Borough are shared with as many people as possible. Our regular activities include learning and participation – formal and informal history and heritage learning activities (in reach and outreach); visitor services – free public access to our Museum and Charlton House, exhibitions and events; care of heritage assets – working with partners to manage the assets in our care; and working with volunteers.

Main Job Purpose

This is a key role, providing a high standard of front of house customer service to visitors. As Visitor & Events Coordinator, you will be the friendly face of our organisation, working across the Trust's portfolio of property as required.

You will work closely with the Visitor & Events Manager and the Leadership Team of Royal Greenwich Heritage Trust to deliver a high quality visitor experience and a diverse events programme to help the Trust generate income and to achieve its core charitable objects of access, learning and conservation.

You will be a creative and innovative individual with a total commitment to customer care and the visitor experience, with a high standard of personal presentation, excellent communication and a solution focussed outlook.

You will be responsible for the daily operation of customer experience at Charlton House, overseeing the work of the Events Assistant team to ensure all aspects of the visit are delivered with outstanding professionalism and attention to detail including opening, maintaining tidy operational and public areas including the gardens, visitor information, visitor safety, administrative activities and income generation. The role may include some cash handling.

Key Activities

1. Responsibility for visitor arrival to Charlton House and supervision of the Event Assistant team including all front of house activities, including receiving, welcoming and directing visitors
2. Responsible for all wedding coordination to ensure bridal parties receive a high quality service from initial point of enquiry to the wedding event
3. Responding to event enquiries from the public, via telephone or email, including corporate hire enquiries
4. Working closely with the Business Development Executive to maximise new business opportunities to generate income for the Trust
5. Responsible for effective internal communication of customer events taking place within the house with operational teams to ensure a smooth delivery of customer needs and requirements on the day of the event
6. Responsible for conducting show rounds of the venue and site visits with potential customers and customers holding upcoming events, ensuring a high level of professionalism and to maximise conversion
7. Working closely with the Marketing & Communications Manager to maximise communications and generate new business opportunities for the trust.
8. Responsibility with all events assistants ensuring a safe environment for visitors and supporting the Facilities Team in ensuring regulatory compliance at all times
9. Responsibility for events and room hire, including checking, booking and keeping shared events and room hire diaries up to date
10. Following all financial procedures as required
11. Recording data to evidence the impact of all events and reporting monthly to the Visitor & Events Manager for a report to the Board of Trustees
12. Contribute ideas to, and support with implementation of, income generation and business development activities
13. Contribute to ensuring the security of Charlton House through close supervision of the work of the events assistants

14. Participation in, and leading where appropriate, regular stakeholder meetings
15. Supporting the Leadership Team in developing activities that deliver the charities key priorities

General

1. To work as part of a team and contribute to the overall aims and objectives of the organisation
2. To be an advocate for the organisation
3. Attend staff meetings as required
4. Attend training as agreed with your line manager
5. Role and objectives in RGHT may change. All staff are expected to be work flexibly in response to changing organisational needs
6. All staff are expected to undertake any other responsibilities or tasks that are consistent with their role and/or reasonably required
7. All staff are required to operate in accordance with RGHT's values, policies and procedures, including but not limited to, Health and Safety, Data Protection and Child Protection

This is a description of the job as it is presently constituted. It is the practice of RGHT to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are required to reflect the organisation's needs. This will be conducted in consultation with you. It is the RGHT's aim to reach agreement on changes, but if agreement is not possible, the organisation reserves the right to insist on changes to your job description, after consultation with you.

Dated: June 2018

Person Specification

Criteria	Essential or Desirable
Experience of developing and delivering innovative events for a diverse range of audiences	Essential
Experience of working within the Heritage sector	Desirable
Experience of supervising and directing staff or volunteers in roles with the visiting public	Essential
A strong awareness of the needs of customers, with the ability to build rapport and maintain effective relationships	Essential
Excellent communication skills: clear, effective and authoritative in spoken communication, high standard of written English, able to write clearly, logically, concisely and appropriately for the particular audience	Essential
Good standard of numeracy, relevant to the role	Essential
Ability to prioritise own workload to meet deadlines	Essential
Demonstrable computer literacy with advanced knowledge of MS Word, Excel, Powerpoint, Outlook and social media platforms	Essential
Excellent ability to work in high pressure situations whilst remaining calm and prioritising competing customer demands	Essential
Ability to work successfully as part of a team and on own initiative	Essential
Willingness and ability to work flexibly in response to changing organisational requirements	Essential
Commitment to bring into the work the views, needs and voices of residents of the Borough of Greenwich	Essential
Willingness and ability to operate in accordance with the values and policies of RGHT	Essential
Willingness and ability to work outside normal office hours (e.g. for evening events)	Essential