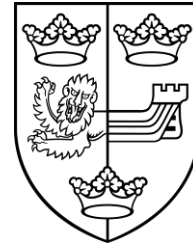


St Edmundsbury Cathedral

A beacon of faith, hope and love in Suffolk



JOB TITLE: Events Manager

LINE MANAGER: The Canon Precentor

JOB SUMMARY: To plan, organise and deliver one off special projects and events at the Cathedral throughout the year.

TERMS OF EMPLOYMENT:

Salary: £16,000 - £18,000

Hours of Work: 28 hours a week

Annual Leave: 25 days per annum plus Bank Holidays pro rata

Contract: Permanent subject to a three month probationary period

The Cathedral Church of St James and St Edmund, Bury St Edmunds, was created in 1914 when the existing St James's Church was selected as the seat of the new Bishop of St Edmundsbury and Ipswich. The Cathedral remains also a parish church. The building was enlarged by Stephen Dykes Bower in the 1960s and its central tower was opened by HRH The Prince of Wales and The Duchess of Cornwall in 2005. New cloisters, chapels and other building works were completed and consecrated in 2009. Further major projects were completed in 2010, namely the installation of the vaulted ceiling and the refurbishment of the Cathedral organ.

St Edmundsbury Cathedral maintains a daily round of worship with the Anglican choral tradition of music at its heart. The Book of Common Prayer and Common Worship are used on a daily basis for routine services and there is a vast range of special services of celebration, thanksgiving and commemoration when local and national bodies and individuals attend. In addition, there are a significant number of secular events such as concerts and art exhibitions on an almost weekly basis. The Cathedral is also a principal destination in East Anglia for tourists and other visitors and also provides a significant educational programme for schools visits.

St Edmundsbury Cathedral Enterprises Limited is made up of The Cathedral Gift Shop, our Tourist Information Point, Pilgrim's Kitchen (café/restaurant) and our external events facilities.

The Cathedral Staff is made up of a Dean, two Residentiary Canons and 32 employees (fulltime equivalent) including an Administrator, musicians, vergers, administrative and financial staff, Events, PR, Visits and Volunteers staff, Children's Education staff and Enterprises staff. The Cathedral has over 300 volunteers contributing in a wide variety of ways. A typical Sunday sees 350 people attending the various services.

St Edmundsbury Cathedral is a lively and exciting place in which to work. The completion of major building works has seen the Cathedral grow in size and activity and the place has become busier. The extraordinary variety of people who are associated with the Cathedral and the remarkable diversity of the events which take place here mean that there is much to capture the imagination of the Cathedral's employees, much to be done, and much to enjoy.

ROLE & RESPONSIBILITIES

- Responsibly for forward planning and developing a programme of income generating external events as well as broadening audiences and inclusivity. Develop the buildings potential as a venue for music / arts/ family / youth engagement and adult education.
- Be proactive in event development and strategy to support Cathedral vision to reach new audiences and explore new income streams from events.
- Managing a wide range of events; programming, negotiation and dealing with clients, generating income from events, building new customer base and improving the venue as a community resource, sourcing partnerships for new incentives. Working on one off projects/ initiatives.
- Developing new and wider reaching events programme to celebrate and promote the building as a heritage and visitor attraction. Bring in significant income from commercial events held at the cathedral.
- To take and follow up all initial enquiries for external and some internal events at the Cathedral. Help organise and manage some of the civic events and support for significant projects such as Schools and community based remembrance project 2018, annual Diocese Gather youth event.
- Liaise with the Head Verger and Estates Manager and all other relevant departments on site visit(s) for facility users to discuss requirements and to ensure all event details, scheduling, set up and rehearsals are workable and acceptable within the Cathedral context. Be able to multi-task and able to manage a range of changes to detail and planning schedules whilst closely linking clients with the organisation and ensuring close communication with colleagues.
- Progress enquiries through the Cathedral internal booking system to avoid anti-clash situations, confirmation of dates back to clients and ensuring staffing of events. Process booking forms for clients that also provide comprehensive details for the Estates Manager and Head Verger and team.
- Work closely with catering managers for Pilgrims' Kitchen for some events.
- Organising site visits / meeting with staging and AV companies and with potential clients and ability to up-sell the facilities the cathedral offers.
- Liaise with external box office providers to ensure correct seating plans and marketing information to increase sales. Act and take responsibility as Event Manager and front of house representation at events.
- Work closely with PR and Marketing Manager Integrate all events within the marketing and media plans. Be able to make links to community and businesses to proactively create business and income for the cathedral.
- Negotiate fees with hirers and provide comprehensive breakdown of event costing for clients, invoicing purposes and budget forecasting.
- Liaise with external contractors/suppliers to ensure that all events are delivered to the required standards.
- Maintain the list and rota for concert stewards / FOCC/ clergy welcome for events. Ensure that Concert Stewards, Friends of Cathedral Choir and other volunteer bodies are briefed on requirements for events.
- Undertake all administrative duties required to support the event, complete risk assessments, secure necessary licenses, arrange St John Ambulance/First Aiders as needed.
- Deal with events client and customer feedback, complaints and compliments.
- Be accountable for relevant budgets and income targets.
- Working with Volunteers on a shared vision.
- Supporting and delivering on the Cathedrals Vision and Strategy 5 year plan.
- To be familiar and comply with Cathedral Policies where applicable but in particular the Health & Safety Policy, the Safeguarding Policy and the Cathedral's Social Media Policy.
- To undertake professionally and appropriately any other duties reasonably requested.

PERSON SPECIFICATION

Essential Qualities

- Empathy with the Church of England and the vision of St Edmundsbury Cathedral and the Christian faith
- Previous experience within event management
- Ability to demonstrate initiative, drive, leadership and business flair to create new business and income
- Strong planning experience and skills ability to multi-task and prioritise, able to think creatively and problem solve
- Experience of working in partnership with various organisations to support development of a wide range of events from concerts, corporate events and family engagement
- Ability to organise a diary with competing demands
- Willingness to work flexible hours as and when required
- Enthusiasm and experience of working within a culture of “getting the job done”
- Strong interpersonal skills and face to face selling experience
- Excellent written and verbal communication skills
- Ability to work to deadlines and highly planned and able to problem solve sometimes with little notice
- Strong Negotiating skills
- Numeracy and financial skills – experience of managing budgets
- Attention to detail with high standards of presentation, both personally and in the preparation of documents
- Ability to work on own initiative and prioritise
- An ability to engage with a wide and diverse number of colleagues and clients
- Understanding of the sensitivities of holding events in an historic building which is also a working church
- Open to change and demonstrable experience of initiating and implementing process improvements
- IT skills, including Microsoft, Word, Publisher, Excel, Power Point and Outlook
- Energy, enthusiasm and a good sense of humour
- Understanding of Health and Safety legislation, Risk assessments and project planning

Desired Qualities

- A working knowledge of the Church of England
- Experience of working with volunteers
- The ability to think creatively and be resourceful
- Energy, enthusiasm and a good sense of humour

This job description is an operational document and does not form part of your contract of employment. It may be that from time to time you are expected to perform tasks that may not be expressly part of the job description but are nonetheless necessary in the day to day performance of your duties. St Edmundsbury Cathedral reserves the right to amend the job description as may from time to time be necessary to meet the changing needs of the organisation.

Closing date: 9.00am Thursday 29th March 2018 **Interview:** Wednesday 11th April 2018

Please apply, using the Cathedral's Application Form, to:

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Tel: 01284 748720