

Events Coordinator – Christmas at the Botanics

Learning and Engagement

Job Description

Main duties

- Support the Events Manager on the operational management and delivery of RBGE's high-profile event, Christmas at the Botanics.
- Work collaboratively with teams across the Garden and with external partners and contractors to support the management of operational staffing, stewarding, ticketing, and customer service provision.
- Work as part of the Events Team to support the development, creative programming, project management, and delivery of an annual events programme, including seasonal family trails and other themed programmes.
- Project manage allocated events, ensuring their safe and successful delivery, negotiating fees and contractor rates, and concluding contracts under the guidance of the Events Manager.

Programme Planning and Delivery

- Ensure event plans, schedules, and processes are adhered to and delivered throughout events.
- Liaise with internal teams and external partners, and manage contractors and freelancers supporting events.
- Support the management of ticketing systems for Christmas at the Botanics, answering customer enquiries, resolving ticketing issues, and maintaining high standards of customer service.
- Ensure high health and safety standards, including supporting public safety and licensing applications, thoroughly risk assessing all events and activities, and ensuring up-to-date compliance with safeguarding policy and best practice.

Collaboration and Communication

- Work with colleagues across Marketing and Communications, Membership, Visitor Welcome, Retail, and Commercial Sales to ensure high-quality visitor experiences and maximise event promotions and income-generating opportunities.
- Assist with adverse weather management for Christmas at the Botanics, supporting customer communication processes.
- Compile event reports, collecting and analyzing evaluation data, including visitor numbers and feedback.

Operational Support

- Work closely with the Events Manager to support other daily event activities, assisting with operational and administrative tasks.
- Work flexibly, including evenings, weekends, and public holidays, on a 5-out-of-7-day basis.
- Assist in the setting up and taking down of events and other Public Engagement activities.
- Manage agreed portions of the events budget, including purchasing and invoicing arrangements.

This is a demanding role, working as part of a small team to deliver Christmas at the Botanic, RBGE's largest annual event. Good organisational skills as well as excellent people management skills, including dealing with members of the public, are essential. This is a busy, high-profile event and you will need to be great with people, confident dealing with different teams and personalities, with excellent communications skills. This role requires flexibility and adaptability, with lots of resilience and willingness to work over a busy festive period. We are looking for people who can work independently as well as part of a big team, to ensure the smooth running of the event.

Person Specification

Essential Skills

- Experience programming and delivering events to a wide range of audiences
- Experience of setting up and taking down events
- Experience of managing event (or similar) budgets
- Experience implementing health and safety standards
- Ability to communicate verbally and in writing with a variety of audiences
- Excellent organisational skills
- Excellent customer service skills
- Excellent teamwork skills
- Ability to effectively time manage and prioritise workloads
- Problem solving skills, responsible and resilient
- Ability to work autonomously and as part of a small team
- Experience gathering evaluative data and reporting to set deadlines
- Proficient in Microsoft Excel and Word (or similar programmes)
- Qualifications in Events Management or Heritage
- 3+ years work experience in events in horticulture, heritage, the arts and related sectors

Desirable

- Experience delivering outdoor events
- Knowledge and experience of developing and managing public and commercial events
- Knowledge of health and safety procedures and risk assessments
- Knowledge of visitor needs and expectations
- Customer service experience
- Knowledge or interest in some relevant aspects of botany, horticulture, conservation or cultural heritage
- Experience of managing stewards