

Events Coordinator: Christmas at the Botanics

Contract type:	Fixed-term – 4 months (starting as soon as possible)
Working hours:	35 hours per week (full time)
Location:	Edinburgh (onsite)
Salary:	£33,454

Job Description

Purpose

To coordinate and support the delivery of high-quality events across RBGE, including its flagship event, Christmas at the Botanics. Working as part of a small and collaborative team, the role helps ensure events are safe, well-organised, visitor-focused and contribute to the Garden's strategic and commercial success.

Core Responsibilities

- Support the Events Manager in the operational planning and delivery of RBGE's high profile event Christmas at the Botanics, working collaboratively with colleagues, partners and contractors to deliver safe, efficient and memorable visitor experiences.
- Contribute to the development and implementation of event operational documentation, including Event Management Plans, Operational Schedules, Staffing and Security Plans, Risk Assessments and contingency arrangements, ensuring events are delivered in line with best practice and regulatory requirements.
- Deliver consistently high standards of customer service, ensuring visitors receive a welcoming, accessible and positive experience before, during and after events.

Programme Planning and Delivery

- Support the development and implementation of operational plans and schedules covering stewarding, security, accessibility, queue management, emergency procedures and visitor flow, helping to ensure events run safely and effectively.
- Build and maintain positive working relationships with internal teams, external partners, contractors and freelancers, supporting collaborative working and effective event delivery.

- Support the administration and operation of event ticketing systems, responding to customer enquiries, resolving ticketing issues and ensuring excellent customer service throughout the visitor journey.
- Assist in coordinating RBGE duty managers and event stewards, including supporting recruitment, induction, training, rota management, uniform allocation, team briefings and debrief sessions to create a motivated and customer-focused team.
- Support the safe and effective delivery of events during adverse weather and other operational challenges by working closely with colleagues and partners and contributing to clear, timely communications for visitors and stakeholders.
- Lead aspects of on-site event operations during installation, live event periods and de-rig, working closely with production teams, contractors and suppliers to ensure activities are delivered safely, efficiently and to a high standard.
- Promote and maintain high standards of health, safety and safeguarding, supporting licensing requirements, risk management processes and compliance with relevant legislation, policies and best practice.
- Work collaboratively with colleagues across Marketing & Communications, Membership, Visitor Welcome, Retail and Commercial Sales to enhance visitor experiences, maximise attendance and support income-generating opportunities.
- Compile, analyse and report on event performance data, including visitor numbers, operational outcomes and customer feedback, contributing to the continuous improvement of future events.
- Support the management of agreed elements of event budgets, including purchasing, supplier administration and invoice processing, ensuring financial procedures are followed accurately.
- Provide flexible operational and administrative support across the Events team, contributing to the successful delivery of an ambitious and varied programme of events throughout the year.
- Work flexibly to meet operational requirements, including regular evening, weekend and public holiday working on a 5-out-of-7-day basis, particularly during live event periods.

Person Specification

Essential Skills

- Demonstrable experience supporting the planning, coordination and delivery of public-facing events, ideally across a range of audiences, venues or visitor attractions.
- Experience delivering events in outdoor environments, including supporting event set-up, live operations and de-rig activities.

- Experience managing event logistics, contractors, suppliers or operational partners to help deliver safe, high-quality events.
- Experience monitoring and managing budgets, purchasing processes and expenditure within agreed financial parameters.
- Knowledge and practical experience of applying health and safety requirements, including supporting risk assessments and safe working practices within an event environment.
- Excellent communication and interpersonal skills, with the ability to build positive working relationships and communicate effectively with colleagues, contractors, stakeholders and members of the public.
- Strong customer service skills, with a commitment to creating welcoming, inclusive and memorable visitor experiences.
- Excellent organisational and administrative skills, with the ability to plan ahead, manage competing priorities and maintain attention to detail in a fast-paced environment.
- Proven ability to work collaboratively as part of a team while also taking ownership of tasks and working independently when required.
- Strong problem-solving skills, with the resilience, initiative and sound judgement to respond effectively to operational challenges.
- Ability to manage a varied workload, prioritise activities effectively and meet deadlines under pressure.
- Good digital skills, including proficiency in Microsoft Office applications such as Word, Excel and similar software packages.
- Understanding of visitor needs and expectations, with the ability to contribute to accessible, engaging and high-quality visitor experiences.
- Flexibility and adaptability to support an events programme that includes evening, weekend and public holiday working, particularly during peak operational periods.
- A qualification in Event Management, Heritage, Tourism, Hospitality or a related discipline, or equivalent relevant professional experience.
- Significant relevant experience (typically three years or more) working within events, visitor attractions, horticulture, heritage, arts, culture or related sectors.

Desirable Skills

- Experience collecting and analysing event and visitor data, producing clear and accurate reports that support evaluation, continuous improvement and decision-making within a fast-paced environment.

- Experience coordinating, supervising or supporting event stewards, volunteers or customer-facing teams.
- An interest in, or knowledge of, botany, horticulture, conservation, cultural heritage or related visitor attraction environments.
- Understanding of how high-quality visitor experiences can support audience engagement, reputation and commercial success.