

Events Co-ordinator

Learning and Engagement

Job Description

Main Duties

- Support the Events Manager and the wider Engagement team in the development, creative programming, project management and delivery of an annual events programme for RBGE, including seasonal family trails, income generating events such as Christmas at the Botanics, Botanics Late, and other themed programmes, talks, tours and activities for a wide range of audiences.
- Work as part of the Events Team on the operational management and delivery of Christmas at the Botanics, working collaboratively with teams across the Garden and with external partners and contractors. Support the management of RBGE's operational staffing, stewarding, ticketing, accessibility and customer service provision of the event.
- Project manage allocated events taking all reasonable measures to ensure their safe and successful delivery, negotiate fees and contractor rates and conclude contracts under the guidance of the Events Manager.

Programme Planning and Delivery

- Develop engaging event content and experiences in collaboration with artists, musicians, freelancers, and contractors for diverse audiences.
- Work as part of the Events Team to ensure event plans, schedules and processes are adhered to and delivered throughout events.
- Build strong, respectful relationships with internal teams and external partners and manage any contractors and freelancers procured to support events.

Health and Safety

- Ensure high health and safety standards including: supporting applications for public safety and licensing; thoroughly risk assessing all events and activities; up to date compliance with safeguarding policy and best practice.
- Assist with adverse weather management of events and customer communications.

Marketing and Customer Service

- Work with colleagues across Marketing and Communications, Membership, Visitor Welcome, Retail and Commercial Sales to ensure the delivery of high-quality visitor experiences and to maximise event promotions and income generating opportunities.
- Manage event ticketing systems, customer enquiries and accessibility, maintaining high standards of customer service.

Budget and Reporting

- Compile event reports including visitor numbers, income and expenditure figures for analysis and reporting to the Events Manager.
- Manage agreed portions of the event's budget including purchasing and invoicing arrangements.

General Support

- Work closely with the Events Manager to support other daily event activities, assisting with event operational and administrative tasks.
- Assist in the setting up and taking down of events and other Public Engagement activities.
- Manage the recruitment, training, and support of Event Volunteers.
- Work flexibly, including evenings, weekends, and public holidays, on a 5-out-of-7-day basis.
- Collect and analyse evaluation data from events.

This is a demanding role, working as part of a small team to deliver a varied programme of annual events. You will need to be great with people, confident dealing with different teams and personalities, be flexible and adaptable with lots of resilience and have excellent communication skills.

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)
- 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
- 3+ years' work experience in events in horticulture, heritage, the arts and related sectors
- Qualification in Events Management or Heritage, or relevant equivalent experience

Desirable

- Experience delivering outdoor events
- Knowledge or interest in some relevant aspects of botany, horticulture, conservation or cultural heritage
- Experience of managing stewards