

# Victorian Palm House Engagement Coordinator (Events)

## Learning & Engagement

### Job Description

#### Programme Delivery

- Collaborate with the VPH Engagement Coordinator (Communities) to co-deliver programmes, share resources, and support each other's work.
- Design and propose a creative and inclusive programme of cultural events for diverse audiences, held in and around the Palm Houses and aligned with project themes.
- Ensure integration with existing programmes and explore opportunities for income generation through events, tours, and activities.

#### Event Planning and Development

- Develop engaging event content and experiences in collaboration with artists, musicians, freelancers, and contractors.
- Coordinate logistics, schedules, and plans for all events.
- Create inclusive tour content for a wide range of audiences.
- Manage ticketing systems and support the development of accessible public access routes.
- Collaborate with Marketing to promote events effectively.

#### Event Delivery

- Lead cultural event delivery teams and support collaborative event execution.
- Manage contractors and freelancers involved in event delivery.
- Deliver engaging Palm Houses tours for diverse audiences.
- Oversee event operations including ticketing, customer service, and accessibility.
- Assist with event setup and takedown.
- Work flexibly, including evenings, weekends, and public holidays, on a 5-out-of-7-day basis.

#### Monitoring and Evaluation

- Collect and analyse evaluation data aligned with project outcomes.
- Provide reporting information for internal use and for the NLHF funder.

#### Health, Safety, and Compliance

- Support applications for public safety and licensing.
- Conduct thorough risk assessments for all events and activities.
- Ensure compliance with safeguarding policies and best practices.

## **Procurement**

- Coordinate procurement processes for contractors and suppliers as required.

## **Communication and Collaboration**

- Build strong, respectful relationships with partner community organisations.
- Work collaboratively with colleagues across Marketing, Development, Commercial Sales, and Visitor Welcome to ensure inclusive access for all audiences.

## **Additional Responsibilities**

- Maintain and update project budgets, monitoring expenditure against agreed cost headings.
- Line manage the VPH Engagement Assistant (Events).
- Co-lead the recruitment, training, and support of Palm Houses Engagement Volunteers.

## Person Specification

### Essential Skills

- Proven experience managing event budgets effectively and responsibly.
- Demonstrated ability to collect, analyse, and report evaluative data to meet deadlines.
- Experience designing and delivering cultural events for diverse audiences.
- Confident in planning and delivering outdoor events in varied settings.
- Experience working with and supporting volunteers.
- Strong understanding of health and safety standards in event delivery.
- Up-to-date knowledge of cultural programming and sector trends.
- Awareness of best practices in accessibility and inclusion.
- Familiarity with one or more of the following areas: horticulture, arts and culture, or heritage.
- At least 3 years' experience working in events within horticulture, heritage, the arts, or related sectors.
- Excellent written and verbal communication skills, adaptable to different audiences.
- Strong organisational and time management skills, with the ability to manage multiple priorities.
- A collaborative team player with a proactive, problem-solving mindset.
- Confident using Microsoft Excel, Word, or similar digital tools.

### Desirable Skills

- Experience leading or line managing staff or volunteers.
- Ability to design events that communicate complex or layered narratives.
- Hands-on experience with event set-up and take-down logistics.
- Understanding of safeguarding responsibilities and experience applying best practices.
- A relevant qualification in Events Management, Heritage, or a related field (or equivalent experience).