

# BRISTOL CATHEDRAL

## JOB DESCRIPTION AND PERSON SPECIFICATION

Job title	Events and Venue Hire Manager
Line Manager	Visitor Experience Director
Line management responsibility	N/A
Hours	Full-time (37.5hrs a week) to be worked flexibly in line with the events schedule.
Salary	£35,000
Annual leave	25 days + 8 bank holidays per year increasing after five years of employment. It is also the practice of the Cathedral to offer staff the three days between Christmas and New Year as additional discretionary leave.
Pension	7% employer contribution, 5% employee contribution
Location	Based in the Cathedral offices and working across both the Cathedral and the Lord Mayor's Chapel.
Other benefits	We offer a cycle to work scheme, a salary sacrifice electric car leasing scheme, free car parking and an employee assistance programme for employees.

### Overall purpose of post

The postholder will develop and deliver a high-quality programme of internal events and venue hires. This is a key income generating post and will make a significant contribution to the Cathedral's bottom line while also developing the Cathedral's reputation as a high-quality cultural and arts venue.

As part of the Visitor Experience team, the postholder will share the responsibility of ensuring that all visitors to the Cathedral receive an exceptional welcome whatever the reason for their visit. Together we engage new audiences through inspiring programme that attracts people from across the city, Diocese and beyond.

The breadth of the role makes this job both interesting and challenging – with no two weeks being the same. You will need to be able to work flexibly with a wide range of stakeholders, from visitors and volunteers to colleagues and external partners.

### Who you will be

- An experience events professional with a good understanding of the events sector
- Someone who working with people from a wide variety of backgrounds and experiences
- Friendly, personable, responsible, reliable.
- Doesn't have to be a practicing Christian but must have an appreciation for the Cathedral's heritage and purpose.

### Context in which Cathedral jobs are carried out

Bristol is the largest city in the South West and the Cathedral is set on College Green, at the centre of this modern, vibrant and diverse city. The city has much to celebrate and enjoy – with a vigorous business and cultural life and a strong festival tradition. Originally a trading and merchant port it has become a centre for financial and business services, creative industries, distribution and retail. The population is increasingly young and there is a strong global majority population. The Cathedral has been a Christian presence in the city for nearly 900 years and is part of the wider Diocese of Bristol which extends from Swindon through South Gloucestershire and North Wiltshire. We want to reach out to the city and make people welcome.

Our vision is to:

- Follow Jesus Christ
- Serve Others
- Transform Communities
- Worship God and
- Support our Bishops and Diocese

The Cathedral has four values which are to be Open, Generous, Creative and Brave. We expect all members of the Cathedral team to act in a way that reflects these values.

In 2023, the Cathedral took on care of The Lord Mayor's Chapel, a 13<sup>th</sup> century chapel across College Green. The role involves working across both sites.

Job description	
What you will be responsible for	You will do this by...
Ensuring the Cathedral's event frameworks are up to date and well managed	<ul style="list-style-type: none"><li>- Creating processes, policies and documents that ensure the successful running of events</li><li>- Managing the Cathedral's ticketing systems</li><li>- Supporting the management of the Cathedral's diary</li><li>- Keeping the venue hire package, including hire fees and setup plans up to date</li></ul>
Supporting the Visitor Experience Director in creating an inspiring programme of events	<ul style="list-style-type: none"><li>- Developing creative proposals for new activities, taking into account budgets, deliverability and audience development</li></ul>
Working with venue hirers	<ul style="list-style-type: none"><li>- Managing the relationship between the Cathedral and external hirers from initial enquiry to evaluation</li><li>- Working with a wide range of hirers to put on a wide range of events from concerts and fashion shows to theatrical performances and film screenings</li></ul>

	<ul style="list-style-type: none"> <li>- Liaising with production companies about filming at the cathedral and its properties</li> </ul>
<b>Planning high quality events and venue hire arrangements</b>	<ul style="list-style-type: none"> <li>- Facilitating site visits and meetings to develop detailed plans including budgets and setup plans</li> <li>- Ensuring all relevant documentation is distributed in a timely manner</li> <li>- Collaborating with Development and Communications department to develop and agree marketing activities to promote events</li> <li>- Liaise with partners, clients and suppliers to ensure smooth running of events</li> <li>- Ensure all events comply with relevant risk assessments and all relevant documentation is prepared in a timely manner</li> <li>- Working with the Finance department to ensure invoices are sent out in a timely manner</li> </ul>
<b>Delivering high quality events</b>	<ul style="list-style-type: none"> <li>- Being the main point of contact for the event and venue hirers on the day of delivery</li> <li>- Ensuring all visitors are warmly welcomed to the Cathedral and leave with a thank you and goodbye</li> <li>- Living out values of welcome and inclusion</li> <li>- Maintaining high standards of presentation front of house,</li> </ul>
<b>Evaluating events and learning from them</b>	<ul style="list-style-type: none"> <li>- Organising post event 'wash up' meetings to discuss with relevant colleagues what went well and what we can learn from the experience</li> <li>- Actioning the improvement actions</li> </ul>
<b>Following front of house processes and support wider Cathedral operations</b>	<ul style="list-style-type: none"> <li>- Developing an in-depth understanding of the day to day Cathedral operations and policies, ensuring all procedures are followed during events. This includes, but is not limited to safeguarding, fire evacuation and lost children</li> <li>- Working closely with the Verger team to manage the building during events</li> <li>- Working with front of house staff and volunteers to ensure the smooth running of events</li> </ul>
<b>Supporting the wider Cathedral team</b>	<ul style="list-style-type: none"> <li>- Supporting the planning and delivery of major services</li> <li>- Provide advice and support for community events</li> <li>- Working with the wider visitor experience team across both Cathedral sites</li> <li>- Attending regular departmental and organisation wide meetings</li> </ul>
<b>Health and safety</b>	<ul style="list-style-type: none"> <li>- Support Cathedral operations to ensure the safety and security of the Cathedral and its visitors by acting as the eyes</li> </ul>

	and ears on the ground during events and reporting any concerns immediately to the appropriate colleagues
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<p><b>Generic responsibilities of all staff</b></p> <p>All staff are required to follow the policies and procedures set out in the staff handbook. All staff are expected to pay particular attention to the requirements of the child and adult safeguarding policies and health and safety. All staff are expected to treat each other with respect and dignity in the workplace.</p>
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<b>Person specification</b>		
<b>Attributes</b>	<b>Essential</b> (or expected to train/qualify to that standard)	<b>Desirable</b>
<b>Qualifications and Training</b>		<ul style="list-style-type: none"> <li>- Events management qualification or equivalent</li> <li>- GCSEs including English Language and Maths or equivalent</li> <li>- Knowledge of safeguarding</li> <li>- Knowledge of data protection</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>- Extensive experience of managing events</li> <li>- Experience managing front of house teams to ensure high quality events delivery</li> <li>- Experience creating budgets</li> <li>- Experience in working on multiple complex projects simultaneously</li> <li>- Experience working with a ticketing system</li> <li>- Experience with risk assessments and similar methodology</li> </ul>	<ul style="list-style-type: none"> <li>- Experience working in a heritage or visitor attraction</li> </ul>
<b>Knowledge, skills and abilities</b>	<ul style="list-style-type: none"> <li>- Very good IT skills, including the use of the Microsoft suite, most notably Microsoft Excel and Word</li> <li>- Ability and enthusiasm to learn new IT systems specific to the Cathedral</li> <li>- Positive and enthusiastic attitude</li> <li>- Excellent organisational skills – an ability to juggle tasks and</li> </ul>	<ul style="list-style-type: none"> <li>- Knowledge of the heritage sector</li> <li>- Awareness of issues of racial justice, including the legacy of historic slavery in Bristol</li> </ul>

	<p>deadlines.</p> <ul style="list-style-type: none"> <li>- Ability to think creatively and flexibly to solve problems</li> <li>- Methodical thinker with exceptional attention to detail</li> <li>- Ability to work independently and using own initiative</li> <li>- Ability to work well in a team and be an encouraging leader</li> </ul>	
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>- Excellent customer service</li> <li>- Outstanding communication and interpersonal skills</li> <li>- Flexible and adaptable, able to find creative solutions</li> <li>- Highly organised</li> <li>- Good attention to detail</li> <li>- Work in a collaborative and open way with colleagues</li> </ul>	
<b>General</b>	<ul style="list-style-type: none"> <li>- To be in sympathy with the Cathedral's Christian mission and the values of the Church.</li> <li>- To act with integrity and honesty.</li> <li>- Willingness and ability to work the hours outlined in this job description</li> </ul>	

#### **Further considerations**

This is a description of the job as it is currently defined. It is the practice of Bristol Cathedral to periodically review job descriptions as the priorities and requirements of the Cathedral change over time. The review would be conducted by the line manager, in consultation with the post holder. Bristol Cathedral reserves the right to make changes to the job description, in line with the procedures set out in the staff handbook.

The post holder will work flexibly according to event requirements. Events will take place throughout the week (Monday to Sunday) across both evening and daytime.

Postholders are provided with a uniform consisting of a coat and fleece to be worn when delivering events.

The post holder must be over the age of 18, as there will be lone working, potential for working evening events and the sale of alcohol.

Employment is subject to a DBS check, proof of right to work and the completion of safeguarding training.

<b>Date of issue</b>	20 November 2024
<b>Review date</b>	20 November 2025