



# Events Manager

## Vacancy Information



Peterborough Cathedral is one of the finest Norman cathedrals in England. Founded as a monastic community in 654 AD, it became one of the most significant medieval abbeys in the country, the burial place of two queens and the scene of Civil War upheavals. The wider estate includes the Cathedral Precincts and a number of additional buildings and properties, many of them listed, that surround the Cathedral.

Today the Cathedral is the most significant building in a diverse and growing city, a tourist destination and a venue for exhibitions, cultural events, meetings and receptions. But at its heart it remains, what it has always been, a place of Christian prayer and worship, of ministry and mission; the 'Mother Church' of the Diocese of Peterborough and the seat of the Bishop of Peterborough and all its other activities contribute to or are part of that wider purpose that is spelt out most fully in the Cathedral's vision and values document published in 2019.

## The Role

The role of the Events Manager is a crucial position within the Cathedral Leadership Team.

The role is split into two areas, which are:

1. To be the first point of contact for all event enquiries, carrying out due diligence and preparing proposals for sign-off. Managing the complete event process from initial booking and organisation through to execution of the event
2. Responsible for the busy Cathedral diary ensuring that all entries are kept correct, up to date

This is a complex and demanding role that requires flexibility, exceptional organisation skills, attention to detail and the ability to remain calm and professional under pressure.

The Events Manager is responsible to the Head of Operations and will manage volunteers and casual staff as and when required.

### Events Manager Responsibilities:

#### External Events and Special Services:

- Being the first point of contact for a variety of events, concerts, special services and festival bookings, liaising with clients via phone, e-mail or in person regarding their requirements
- Plan events from start to finish by following the Cathedral process, ensuring all events run smoothly and resolve any problems that might occur calmly and professionally
- Set-up and attend planning meetings for all external events and special services as required, producing action points from planning meetings and follow-up with clients, colleagues or other third parties
- Liaise with appropriate staff, arranging and booking any necessary third party contractors, caterers and hire equipment to enable the booking
- Work with the Head of Operations and Communications Manager to ensure that the Cathedral hire and events are promoted as part of the wider Cathedral offer
- Co-ordinate with the Head Verger to agree seating plans for all events and Special Services
- Responsible for uploading event and exhibition tickets via Ticket Source and resolving ticket queries
- Liaise with all internal departments parties in advance of external events to ensure expectations are managed and service excellence achieved for the client
- Attend events and special services as duty manager where applicable, as agreed with Head of Operations, (including outside usual office hours)

#### Cathedral Diary Management:

- Manage the Cathedral diary, which covers all events and services that are taking place in the Cathedral and associated properties
- Lead the weekly diary meeting to ensure good communication with all departments and clashes are resolved quickly and smoothly

## The Ideal candidate:

### Skills required

- Ability to act according to the Cathedral's core values of Joyfulness, Generosity, Inclusivity and Integrity
- Planning and organisation skills, including a strong sense of attention to detail
- Excellent customer service skills
- Administrative skills and good computer literacy, including Microsoft Office
- Ability to prioritise work, to multi-task and work to deadlines
- Exceptional verbal and written communication skills

### Personal attributes

- Proactive, self-motivated, enthusiastic, able to show initiative
- Able to find creative ways of engaging visitors and generating income
- Reliable, honest and open with an empathetic approach when dealing with people at all levels
- Willing to work in a very busy environment and the ability to remain calm under pressure
- Have a tolerant, flexible disposition, with a good sense of humour

## What we can offer

As well as a beautiful working environment and the opportunity to work with a great team of people, we can offer:

### Contract

- Full time permanent contract.
- Six months probationary period.
- 40 hours per week, 8-hour working day on a rota basis / flexible working pattern including evenings, weekends and public holidays.
- 25 days holiday per year + 8 bank holidays.
- There are events which happen outside of the usual Cathedral opening hours and the post holder will be expected to be flexible and manage their hours along with other Operations team colleagues.

### Remuneration

- Salary commensurate with experience

### Pension

- The post-holder will be offered enrolment into the pension scheme.

## Further information and how to apply:

If you would like to discuss the role before applying, please contact Maria Elsey at [operations@peterborough-cathedral.org.uk](mailto:operations@peterborough-cathedral.org.uk).

Please apply using the application form available on our website and ensure you attach a covering letter, outlining why you believe you would excel in this role. Please send them to the Head of Operations by email to the following address: [operations@peterborough-cathedral.org.uk](mailto:operations@peterborough-cathedral.org.uk) to be received no later than **5pm on 25<sup>th</sup> May 2022**.

Interviews are provisionally scheduled for 30<sup>th</sup> May 2022.

- All employees are required to abide by the Safeguarding, Health & Safety, GDPR and other general Cathedral Policies.
- All Cathedral employees are required to undertake all appropriate training as and when it becomes available.
- You may be required to undertake other tasks as necessary for the smooth running of the Cathedral, as directed by the Chapter through the Dean.
- Peterborough Cathedral is an equal opportunities employer.
- Disclosure and Barring Service. This role will be conditional upon receipt of a satisfactory enhanced DBS check.

The Chapter of Peterborough Cathedral take the safety of everyone within the Cathedral very seriously and expects that everyone will work within the Cathedral safeguarding policy. In particular, the Cathedral expects anyone who becomes aware of a safeguarding risk or of actual abuse, to immediately raise this with the Cathedral Safeguarding Officer or the Diocesan Safeguarding Adviser (DSA) or Assistant DSA.