

Job description

Details of the job

Post title:	Venue Officer
Salary grade:	BAND05
Hours:	37 hrs per week
Location:	Chester House Estate, Wellingborough
Reports to:	Venue & Operations Manager
Service area:	Chester House Estate – North Northamptonshire Council

The Chester House Estate is a £14.5m restoration project funded by North Northamptonshire Council and The National Lottery Heritage Fund. Open since 2021, the site has become a popular visitor attraction, educational facility and archaeological archiving centre. Our educational programmes focus on farming, sustainability, history, geography, archaeology and farm business diversification.

We wish to make the Chester House Estate somewhere that people want to come; a place that through education, learning and enjoyment adds value to their lives, and helps them to appreciate Northamptonshire's outstanding heritage. We will deliver a quality, unique and sustainable educational offering. We will champion accessible education for all ages and communities, our mission is to give the opportunity to engage with the Chester House Estate's past, present and future.

We have plans to take our visitor engagement, functions and events to a whole new level and we need someone fantastic to be part of our team to lead on this delivery. The Venue Officer will be a key member of the Chester House Team, working directly for the Venue and Operations Manager. The Venue Officer is the main administrative contact for third party businesses to develop our business venture offerings. The Venue Officer will also play a key role in supporting the set up of events including space readiness and bookings such as weddings, parties and functions.

The Venue Officer will be employed on a rota basis. Due to the nature of the business, regular weekend and Bank Holiday working is required. The Venue Assistant is also a key member of the Chester House Estate Team and will need to ensure our visitors have a safe and fun day at The Chester House Estate.

Occasionally situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by the estate. In addition, all employees are expected to adhere to the organisations commitment to providing a safe and positive working environment for all.

This role includes work on a 5/7-day roster, which will include regular weekends and bank holidays.

Overall purpose of the post

1. To assist the Venue and Operations Manager in administration between third party bookings for businesses, weddings, parties and functions.
2. Assist the Venue and Operations Manager in delivering corporate relationships and service.
3. Support the Venue and Operations Manager in the set up of events including space readiness and bookings.

Main accountabilities

1. Create great visitor experiences by assisting with the organising and delivering of corporate and visitor engagement bookings to bring the estate into first choice booking venue.
2. Assist with the administration of bookings and costings for corporate, weddings, functions through excellent customer care and ensuring all visitor areas are presented to agreed high standards.
3. Work with the social media and marketing officer to ensure all printed advertisement is in situ and relevant to current commercial offerings.
4. Ensure all hired space is set up and ready for each booking and is relevant to the hire requests working with the Venue and Operations Manager in a timely manner.
5. Collate and harness ideas from your team and customer feedback to deliver future corporate event improvements. Support corporate set up offering hands-on, practical help when needed and support the Venue and Operations Manager.
6. Deal with visitor enquiries and business correspondence in a timely and positive manner to maintain/restore goodwill. Ensure all communication and correspondence is delivered professionally and accurately.
7. Observe all Health & Safety and statutory regulations.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

PERSON SPECIFICATION

Post Title:	Venue Officer
Grade	
Service Area:	Chester House Estate

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Education and Qualifications	A Level qualification (or equivalent experience) in Business Studies, Marketing, Communications, Events or related discipline.	First aid trained Level 2 food hygiene certificate
Experience and Knowledge	Significant and proven experience of retail, business and/or visitor services, especially within the charity sector Experience using EPOS tills and prior experience using design applications such as canva for art work and online ticketing systems	Experience of working with volunteers or community groups Appreciation and understanding of the importance of the historic environment.

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Ability and Skills	<p>Excellent customer service skills and high service standards.</p> <p>Excellent planning skills</p> <p>Excellent time-management skills</p> <p>Methodical and Organised Administrative skills</p> <p>IT skills such as Excel, Word, Canva</p>	
Equal Opportunities	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p>	