



JOB DESCRIPTION

Job Title	Events/Administration coordinator
Team	North
Location	Venue based in Seventeen Nineteen - Sunderland
Reports to	Centre Manager
Salary	£25,600 per annum
Duration	Fixed term contract – 14 months
Normal Working Hours	36 hours net per week. Will involve a flexible working pattern of 5 out of 7 days including some evenings and weekends.

The Churches Conservation Trust (CCT) is the national charity caring for historic churches at risk. As the operator of the third largest heritage estate in charitable ownership in the UK, our 356 historic churches include examples of irreplaceable architecture, archaeology and art from 1,000 years of English history.

CCT has an international award-winning reputation in heritage conservation and regeneration. All churches in our care are listed, mostly Grade I and II*, and some are Scheduled Ancient Monuments.

Without our care, these buildings might have disappeared entirely. Instead, they are enjoyed as social, tourism, educational and cultural resources, kept open, in use, and living once again in the heart of their communities.

Seventeen Nineteen – Holy Trinity is a Grade I* historic church that was regenerated by The Churches Conservation Trust in 2021 into a new use cultural and heritage events venue, with significant investment from the National Lottery Heritage Fund. Launched in 2022 offering a stunning and unique setting where people can meet, discover and connect with themselves and others. An artistic outlet, educational wonderland, gig venue, break-out space and unconventional meeting place, that special occasion event space – Seventeen Nineteen is celebrating history while making way for new memories.

Overall job purpose

The Events/Administration coordinator will play a crucial role in supporting the growth of Seventeen Nineteen into a sustainable venue. Seventeen Nineteen aims to become a key arts and cultural venue for the city of Sunderland. The Events/Administration coordinator will support the Seventeen Nineteen team to bring this vision to a reality.

To work with the Centre Manager (CM), the Participation and Engagement Officer (PEO), Digital Media/Marketing Officer (DMMO), the Churches Conservation Trust (CCT) Communications team and any external event, performance and booking enquires that meet the business and activity objectives to reach more people, engage diverse audiences, support income generation, engagement, footfall, and income to support future sustainability.

To deliver the Seventeen Nineteen objectives aims in the activity, engagement plan and business plans. This is a public facing post.

The Events/Administration coordinator will contribute to the efficiency of Seventeen Nineteen by coordinating the planning and delivery of all types of events. They would also support the team with front of house duties, procurement of stock, event and workshop materials/equipment purchases and hires. The role will also respond to all event booking enquiries. The role will ensure that all planned bookings feed into the marketing and social media requirements, supporting the delivery of the approved purposes in the business and activity plans. They will setup and monitor ticket sales. The role would also help support the team with administrative duties required around reporting, evaluation and monitoring.

Key relationships

The Events/Administration coordinator will be line managed by the Centre Manager, will work closely with the Participation & Engagement Officer and Digital Media/Marketing Officer.

The role will interact with internal and external customers; including volunteers, colleagues across CCT teams, clients, producers, promoters, performers, artists & creatives and visitors & audience members.

Key duties and responsibilities

The Events/Administration coordinator is expected to deliver their responsibilities efficiently and with integrity – showing a positive attitude. The role involves demonstrating strong communication skills (both written and verbal), adopting a proactive solution focused approach to work.

The Events/Administration coordinator is also expected to show initiative, an ability to manage priorities and their own time. They will be required to demonstrate problem-solving skills, decision-making and the potential for people management responsibilities. Their key duties and responsibilities will include:

1. Event Planning - coordinating the planning and delivery of all types of events. Inform the design of the booking process and document the agreed procedure. Respond to all event booking enquiries and ensure all booking process is completed. Ensure planned bookings and events feed into the marketing and social media requirements, supporting the delivery of the approved purposes in the business and activity plans. Setup events on booking system and monitor ticket sales.
2. Supporting the Seventeen Nineteen team with improved administrative processes and administrative duties required around reporting, evaluation, and monitoring. Managing and updating information to ensure accuracy of data for reporting and evaluation purposes.
3. Undertake administration tasks as required including creating purchase orders, procurement of materials, equipment and stock for events and workshop. Source and hire specialist equipment to deliver events as required. Raise expense claims, diary management and meeting co-ordination, operational process support and management of the electronic filing systems.

4. Assist with the formatting and production of interpretation, event, activity & marketing documents as required.
6. Liaise with internal and external contacts to answer queries, arrange meetings and cascade information where necessary.
7. Support the hosting of external/internal events, performances, exhibitions, workshops and activities. To assist in setting up and operating PA and lighting equipment associated with events.
8. Produce correspondence (email/letter/online content) and assist with (re)producing documents as required.
9. Provide administrative support to the Centre Manager, Engagement Officer, Digital Media/marketing officer and Business Support Officer (North).
10. You will combine your ability to plan and prioritise with a flexibility and curiosity, contributing to areas outside of your daily responsibilities.
11. Provide front of house, welcome desk and café/servery duties as required within the role. Serve as occasional duty manager.
12. You will be required to comply with the CCT's Equality and Diversity policies, for which training is given and ensure CCT's policies and procedures are followed.

N.B. This job description is not all encompassing. Over time the emphasis of the job may change without changing the general character of the job. Your duties may be reviewed from time to time and revised and updated in consultation with you to reflect appropriate changes.

Additional information:

Mandatory training (for all roles)

If successful, you will be required to complete mandatory compliance training including but not limited to:

- Equality, Diversity, and Inclusion
- Bullying and Harassment for Employees
- Stress Awareness
- Mental Health Awareness
- Health & Safety Essentials
- Fire Awareness
- DSE Assessment
- GDPR UK Awareness
- Safeguarding Awareness
- Effective Remote Working (if applicable)

Safeguarding

We believe that everyone we come into contact with has the right to be protected from all forms of harm. We want everyone visiting our churches, volunteering with us, or working with us to have a safe and enjoyable experience. We will not tolerate abuse, maltreatment, or exploitation by or to our staff, volunteers, or members of the public. **We also expect our staff to share this commitment.**

Person Specification: Events/Administration coordinator

	Essential Criteria	How this will be assessed
1	Educated to A level or equivalent.	A
2	Experience of planning and delivering events	A
3	Experience of working in an events/administrative role.	A

Section 2. Further Essential Criteria

	Essential Criteria	How this will be assessed
1	Experience of working within the hospitality, heritage or tourism sector.	I
2	Knowledge of event booking process.	I
3	Excellent verbal and written communication skills.	I
4	Computer literacy and ability to be administratively self-servicing	I
5	Ability to use own initiative and to work effectively alone and as part of a team.	I
6	Well organised, able to manage own time, prioritise workload and meet deadlines	I
7	Confident, professional, open approach to dealing with colleagues at all levels internally and externally.	I
8	An enthusiastic, friendly approach to customer service.	I
9	Willingness to travel to in-person meetings and events on occasion.	I

Section 3. Desirable Criteria

	Desirable Criteria	How this will be assessed
1	Attention to detail and presenting work to a consistently high standard	I
2	Excellent interpersonal skills; able to maintain effective working relationships with people at all levels.	I
3	Experience of social media.	I
4	Experience of business development and networking	A
5	Experience	A
6	Able to work out of hours on occasion.	I

	Personal qualities	
8	Positive and proactive work attitude	A, I
9	Keen to learn and develop	A, I
10	Confident and friendly manner	A, I
11	Enthusiastic and kind team play	A, I
12	Ambitious for self and others	A, I

Information on assessment methods

Code	Assessment method	This means...
A	Application	You need to provide examples and evidence as to how you meet this criteria in your application.
I	Interview	You will be asked competency based questions around this criteria at interview.
T	Test	This could be an ability test or group exercise assessing you against the criteria.
P	Presentation	You will be asked to prepare or give a presentation to demonstrate against this criteria.

Selection criteria

The candidates who appear from their application to best meet the person specification criteria will be invited to interview. It is therefore essential that your application gives a full but concise description of the nature, extent, and level of the responsibilities you have held. The shortlisting criteria are detailed under the personal specification. Please ensure that you address each of the areas that are to be assessed in your application. Applications by CV only will not be accepted.

We are an inclusive employer and offer equal opportunities to all regardless of an individual's age, disability, gender identity, marriage or civil partnership status, pregnancy or maternity, race, religion or belief, sex and sexual orientation.

Employee benefits

As well as a salary of £25,600 per annum, we offer:

- Membership of the Civil Service Pension scheme
- 27.5 days annual leave provision, rising 30 days after five years' service and 33 days after ten years
- flexible working arrangements
- home working allowance for home-based staff
- life assurance through the Civil Service Pension scheme
- learning and development opportunities
- enhanced parental leave arrangements
- a free and confidential employee assistance programme
- season ticket loans and cycle to work scheme
- 20% staff discount on Champing at CCT sites

How to apply

If you would like to apply for this role, please select '**Apply Now**' to begin your application.

You'll be asked to submit a CV and a short supporting statement (max 2 sides A4) outlining why you'd like to complete an apprenticeship and how you fulfil the person specification for this post.

Please note direct applications via email cannot be accepted for this role; only applications submitted through our recruitment portal will be considered.

The closing date for receipt of applications is **9am on Friday 30th June 2023**.

A 'Familiarisation Site Visit' in location and interview will be held on **Tuesday 11th July 2023 in Seventeen Nineteen - Sunderland** for shortlisted candidates. Please note that the interview dates have been specifically chosen according to the availability of the panel.

We are not a licenced sponsor at this time. Any offer of employment will be made subject to valid right to work in the UK being provided.

Please note that the interview dates have been specifically chosen according to the availability of the panel.

We are a Disability Confident Committed Employer. Candidates who declare that they have a disability and who meet the essential criteria for the job will be offered an interview.

If you have any queries about this role, or if you have a disability and wish to request a reasonable adjustment at any stage of the recruitment process, please email recruitment@theccct.org.uk.