

## JOB DESCRIPTION

<b>Appointment</b>	<b>Public Festival Events Assistant</b>
<b>Responsible to [Line Manager]</b>	<b>Festival Lead</b>
<b>Role Outline</b>	<p>The role supports the existing public festivals it will aid coordinating the operational elements of delivering the festivals portfolio, primarily the 5 festival days Bhaktivedanta Manor plus additional support &amp; assistance on other events that operate throughout the year</p> <p>The candidate will be expected to provide professional and efficient operational and administrative support to the Festival Lead by assisting in the coordination and organisation of the festivals, creation &amp; delivery of Events in accordance with the required policies and procedures.</p> <p>Day to day activities will involve coordinating planning, delivery of festivals to ensure they are delivered to scope, in time and on budget.</p> <p>This will involve planning, identifying appropriate resources and requirements, research, budgeting, ordering required items, scheduling and coordinating resources, keeping costs up to date and creating appropriate documentation.</p> <p>We are seeking a dynamic and flexible 'can-do' person for this role, the rewarding role will see the successful candidate receive training and mentorship for them to forge a successful career in events management or Project management.</p>
<b>Duties</b>	<b>Management Responsibility</b> <ul style="list-style-type: none"><li>● To support creation and procurement of products and services to enhance and develop existing events, whilst keeping within the parameters of the target audience and budget.</li><li>● To liaise and negotiate with suppliers/contractors, to ensure products and services are delivered on budget and to the best possible service standard by identifying multiple providers and assessing best outcomes.</li><li>● Responsible for the build &amp; de rig of the event and handed over and complies with agreed standards.</li><li>● Demonstrate a commitment to the Festivals and lead by example.</li><li>● Undertake special tasks and projects when required. Complete and update accurately all reports for the department to agreed timescales.</li><li>● Complete ad hoc tasks and duties to the team as required</li><li>● Support the updating of festival guides and operational manuals when required</li><li>● Support the team with general admin duties including but not limited to: raising POs, signage creation, raising contracts and creating event plans</li><li>● Support other members of the Festival management if needed in delivery of the festivals</li><li>● Building a standardised record management to support future planning.</li></ul>

	<p style="text-align: center;"><b>Communications &amp; Managing Relationships</b></p> <ul style="list-style-type: none"> <li>● Proactively establish and maintain effective internal and external working relationships with all departments, supply partners and external suppliers.</li> <li>● Ensure internal and external customer needs are met by monitoring progress of visitor &amp; customer requests, queries and resolution.</li> <li>● Translate suggestions for improvements into practical actions.</li> <li>● Manage internal communications in regards to events taking place at the manor, such as with internal and external stakeholders as required.</li> <li>● Identify opportunities to improve the festivals.</li> </ul> <p><b>Customer Experience/Experiential</b></p> <ul style="list-style-type: none"> <li>● Uses experience and interpersonal skills to influence supply chain and other stakeholders in putting the visitor/customer experience first.</li> <li>● Provide customer and employee feedback to the company for further development of the festivals.</li> </ul> <p><b>Creative Delivery</b></p> <ul style="list-style-type: none"> <li>● Recommend and implement improvements that will help to grow the festivals</li> <li>● Creatively look at ways of enhancing the festivals from both the customers and Manor perspective to improve revenues, customer experiences and reduce costs.</li> </ul>
<p><b>Budget Responsibility</b></p>	<ul style="list-style-type: none"> <li>● Ensure all finance processes are adhered to and completed at the correct times.</li> <li>● Conduct post event reconciliation, review and all feedback is acted upon to affect positive change with agreed action plans</li> <li>● Conduct post event reconciliation, review and all feedback is acted upon to affect positive change with agreed action plans</li> <li>● Ability to look for cost saving if and when required without compromising overall Festival delivery.</li> </ul>
<p><b>Skill Set</b></p>	<p><b>Candidate Profile</b></p> <ul style="list-style-type: none"> <li>● A fluent and excellent communicator at all levels</li> <li>● Event delivery experience essential or Project management skills</li> <li>● Strong organisational and diplomatic skills</li> <li>● Confident and enthusiastic.</li> <li>● Ability to work to tight deadlines and working to set budgets</li> <li>● Passionate about customer care and First class 'host' skills</li> <li>● Ability to take ownership and problem solve, is proactive and self-motivated</li> <li>● Innovative and Creative</li> <li>● Motivated by a passion for quality and great service delivery</li> <li>● Commercially and operationally minded with a 'Hands on' approach</li> <li>● Excellent attention to detail</li> <li>● Able to prioritise and set workloads for self and others</li> <li>● Flexible attitude to working hours</li> <li>● Personable and a good team player</li> <li>● Event / exhibition operational background (preferable)</li> </ul>