

JOB DESCRIPTION

JOB TITLE: Event Planner
DEPARTMENT: Operations
RESPONSIBLE TO: Operations Director

PRIMARY PURPOSE OF JOB:

To assist with the smooth running of the Operations Department to ensure clients receive the highest standard of service. To liaise with clients to discuss their requirements ensuring all relevant departments are communicated with to ensure clients needs are met in order to achieve a successful event.

SUMMARY OF DUTIES & RESPONSIBILITIES:

1. To liaise closely with the Sales Department in respect of events taking place at the Telford International Centre.
2. To meet with clients to assist with the planning of events and to discuss their requirements.
3. To up sell additional products / services wherever possible.
4. To liaise with other TIC departments to ensure organiser's requests are fulfilled and involve HOD's in planning meetings with clients as and when necessary.
5. To liaise with key suppliers and contractors for services.
6. To produce and issue Event Notes to all relevant departments, ensuring highest degree of accuracy and precision.
7. Use Visio package for drawing floor plans.
8. To chair Internal Planning Meetings to instruct departments of event requirements as and when required.
9. To work during events as required and to act as a co-ordinator between clients and all operational departments to ensure the smooth running of an event.
10. To ensure clients are quoted correctly and budgeted costs for events are achieved.

11. To pass on correct information to the accounts department for invoicing ensuring accounts procedures for purchasing are adhered to at all times.
12. To comply with and act in accordance with all Company fire regulations and to adhere to the Company's fire policy.
13. To act in accordance with all Health and Safety and hygiene regulations and to adhere to the Company's Health & Safety Policy.
14. To attend all statutory training as & when requested.
15. To arrive at work at the correct time and in the correct uniform ensuring it is in immaculate condition.
16. To behave in a friendly and hospitable manner to all clients, colleagues, contractors and suppliers.

This **JOB DESCRIPTION** is not exhaustive, therefore the Job Holder may be required, from time to time, to carry out tasks as and when requested by Management.

Person Specification

1. Previous experience in a similar role desirable
2. Experience of working alongside and building relationships with customers
3. Excellent written and verbal communication skills with the ability to liaise with clients at all levels in a professional manner.
4. High degree of personal confidence with excellent organisational and planning skills.
5. Proficient in Microsoft office packages including Email, Word, Excel and PowerPoint – use of Visio desirable
6. Ability to multi-task and manage the delivery of events in a timely manner.
7. High attention to detail and accuracy including the ability to deal with figures
8. Demonstrable common-sense, initiative and problem-solving skills with the ability to share experience and support other team members.
9. Good sense of humour.