

## Events Coordinator

### Job Description and Personal Specification

|                            |                       |
|----------------------------|-----------------------|
| <b>Job title:</b>          | Events Coordinator    |
| <b>Place of work:</b>      | Links Event Solutions |
| <b>Hours of work:</b>      | 37                    |
| <b>Salary/Grade:</b>       | £26,000               |
| <b>Reports to:</b>         | Business Manager      |
| <b>Level of screening:</b> | Right To Work in UK   |

### Who we are

Catch22 exists to help build a society where everyone has a good place to live, good people around them, and a fulfilling purpose. [We call these our '3Ps'.](#)

We achieve this in two ways. First we improve lives on the frontline through delivery of public services. Secondly, we use our knowledge to change 'the system', to fix the complex web that can trap and disempower those it was set up to help. With the heart of a charity and the mindset of a business, we are uniquely placed to deliver on this challenging agenda.

This role will sit within Links Events Solutions, a subsidiary of Catch22, providing events to local communities.

### Overall Purpose of the Role

The events coordinator takes ownership of all logistics enabling successful deliveries of events and to provide an excellent customer experience.

The role involves liaising with customers and suppliers to fulfil bookings, creating SOs and POs, assisting with invoicing, monitoring supply levels, scheduling support event staff, booking out vans and supporting internal teams when necessary.

### Main Duties & Accountabilities

- Proactively liaising with suppliers and customers to ensure bookings run smoothly from pre-booking checks, booking administration on our system InspHire, through to on the day point of contact, invoicing & after event follow up
- Processing bookings, changes and other administrative tasks relating to bookings for clients.
- Raising POs for suppliers and booking in third party suppliers direct to site
- Creating and issuing invoices for jobs
- Assisting Business Manager in ad hoc tasks
- Investigating and resolving client queries.
- Work alongside the sales and crew teams to ensure proactive communication and information sharing
- Set up and maintain account contact information on our platform
- Support the sales function with ad hoc tasks.
- Successfully adhere to KPIs and SLAs for your role, and work with data to track your success against them.
- Ensure our current client database are serviced to the highest level whilst maximising further revenue opportunities.
- Ensure all data entered onto the system is done with highest precision
- Assist in operational projects such as stock takes, data clean up, supply auditing, etc

| <b>Job Title: Person Specification</b> |  |  |                   |
|--|--|--|-------------------|
| <b>COMPETENCY</b>                      | <b>ESSENTIAL</b>   | <b>DESIRABLE</b>   | <b>ASSESSMENT</b> |
| <b>QUALIFICATIONS</b>                  | Five GCSEs or equivalent at Grade C or above   | BA / BSc Degree Level<br><br>Professional qualifications and evidence of continuous professional development relating to role. |                   |
| <b>KNOWLEDGE</b>                       | Demonstrable understanding of event management principles and techniques.  | Previous use of ERP / CRM Systems<br><br>Strong knowledge of logistical operations   |                   |
| <b>EXPERIENCE</b>                      | Demonstrable experience of assisting in the organisation of large events including setting up pre-event logistics, liaising with suppliers and completing risk assessments.<br><br>Experience of office-based administration with demonstrable understanding of how to use telephone and email to communicate effectively. |  |                   |
| <b>SKILLS &amp; ABILITIES</b>          | Leadership Skills<br>Excellent organisational skills<br>Time Management<br>Ability to communicate with staff at all levels<br>Good Microsoft Office skills including Word, Outlook and Excel.<br>Motivated and results driven.<br>Excellent standards of customer service.   |  |                   |
| <b>OTHER</b>                           | Share Catch22 values<br>Awareness of and commitment to Equality & Diversity<br>Willing to travel and work flexibly<br>Desire to develop and undertake training as required   |  |                   |