

Job Pack

**Devonshire Quarter
Coordinator**



Lewes District Council



Working in partnership with Eastbourne Homes

Location

Thank you for taking the time to look at the details of this post.

Located in the heart of the Sussex countryside and one of the principal towns of the South Downs National Park Lewes offers the best of town and country. It is no surprise that the District is considered among the most desirable places to live and work in the UK.

Lewes town is one of the jewels of the South Downs National Park and the District also possesses many picturesque towns and villages, all with their own unique character.

Whilst nearby Eastbourne is a resort town on England's southeast coast. On the seafront are Victorian hotels, the 19th-century Eastbourne Pier and a 1930s bandstand. Discover a wide range of shops in Eastbourne from high street shopping at The Beacon to the quaint Victorian shopping streets of Little Chelsea, and the boutiques in the Enterprise Centre.

One of the most attractive aspects of living and working in the Lewes and Eastbourne area is the quality of life it has to offer. It is a truly exceptional location. Make the most of the area by enjoying a wide range of activities including country walks, water sports and much more.

Our offices in Lewes and Eastbourne are located close to Train Stations with direct connections to the coast and London. However, the Council provide all the necessary IT and infrastructure to enable home working and maintain a good work life balance

“The best of town, country and coast”

Introduction

The Devonshire Quarter comprises a number of venues, hosting conferences, events and shows for between 2 and 2,000 people.

The Conference Team at Devonshire Quarter are looking for a venue coordinator you will have experience in a customer facing role, have attention to detail and be confident in representing the DQ venues. As a 7-day operation, you will be prepared to work evenings and weekends. Ideally you will have venue management experience and worked in the events industry

The DQ Venue Coordinator role will ensure that the clients requirements are met and delivered focusing on excellent customer care, upselling and repeat business.



Job Description

Post Title	Devonshire Quarter Co-Ordinator
Service Area	Tourism and Enterprise
Team	Devonshire Quarter
Grade	D
Work Style	Flexible
Reports to	Devonshire Quarter – Sales Lead
Date prepared	July 2020

Job Purpose

- Coordinate all of the conference/event/function business within the Devonshire Quarter site
- Relationship management of event coordinators to ensure smooth deliver and ultimately repeat business leads.
- Produce and deliver event schedules

Key Task

Event/Function Delivery

1. Produce and maintain event schedule including liaison with the Operations Manager to ensure smooth running of the event
2. Work with the Destination manager to ensure promotional opportunities are captured within the event/function
3. Maintain all relevant databases with accurate up to date information and build on the existing database at every opportunity.
4. Provide event reviews for each event
5. Managing client dates. Managing diary maximisation alongside entertainment and across the portfolio of spaces and venues

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6. Help to organise familiarisation and site visits for prospective clients.
 7. Supplier management and support (AV, production, technical, catering. Pre-event hand-holding

Working effectively with customers, stakeholders and partners

8. Implement the marketing strategy for generating conference business utilising the destination management system and website as key marketing tools.
9. Identify and convert repeat conference and exhibition business.
10. Assist with new conference and exhibition enquiries
11. Assist with conference promotion including participation at external exhibitions.
12. Utilise Conference Eastbourne's bespoke bookings system

Customer empowerment

13. Provide quarterly updates on confirmed conferences, conference stats and any relevant developments both internally and externally and distribute internally and externally.
14. Assist with the provision of hospitality at the town's major events.
15. Attend exhibitions/trade shows/conferences to represent and promote Eastbourne.

Information and knowledge

16. Actively maintain knowledge of relevant legislation and good practice, including health and safety, child protection, and safeguarding in relation to children, young people and vulnerable adults
17. Access and accurately update all relevant information systems
18. Actively develop and maintain a working knowledge of Council services

Corporate Accountabilities

1. To promote equality of opportunity in service delivery in line with strategic commitment and corporate policies

2. To promote a culture that is supportive of the Council's purpose, aims and values, and to take all reasonable steps to maintain good employee relations
3. Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council's activities
4. Understand and apply the council's Data Protection and Data Quality policy and procedures
5. Any other duties commensurate with the nature of the post
6. You will be required to support Eastbourne Borough Council's corporate priorities and to ensure business continuity, e.g. emergency response, elections, deployment to critical services
7. To work within the Council's Core Competencies Framework. Central to the delivery of the role are the values and behaviours set out below. These are shared by all employees and applied to everything we do. The bullet points for each competency are examples of performance required:

Core Competencies

Sharing the Vision – Shaping the Future	<ul style="list-style-type: none"> • Understands the Council's purpose, goals, objectives and values, and is willing to behave consistently with them. • Knows the strategic direction of the Council and acts in support of it.
Communicating Well	<ul style="list-style-type: none"> • Provides the right information to the right people, at the right time, via the right method. • Works positively to gain understanding from others.
Driving Improvement, Performance and Results	<ul style="list-style-type: none"> • Takes responsibility and ownership for decisions, actions and results.

	<ul style="list-style-type: none"> • Takes actions to improve skills, knowledge and level of contribution. • Seeks and delivers high standards for self, team and Council.
Self-Management, self-motivated and professional	<ul style="list-style-type: none"> • Is organised and uses time and technology efficiently. Adopts a flexible approach to change.
Delivering for our Customers	<ul style="list-style-type: none"> • Demonstrates a desire to identify and give priority to meeting the needs of internal and external customers, generating high levels of customer satisfaction.
Working Together	<ul style="list-style-type: none"> • Actively contributes to team working, sharing information, valuing the input of others. Works cooperatively and is committed to building productive, positive relationships. • Demonstrates commitment to achieving overall team objectives.

This job description sets out the duties of the post at the time it was drawn up. Such details will vary from time to time without changing the general character of the duties or the level of responsibility involved.

PERSON SPECIFICATION

1. QUALIFICATIONS

Essential	Desirable <ul style="list-style-type: none"> • Website content management
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<ul style="list-style-type: none"> • Educated to GCSE standard including English and Maths at Grade C or above or equivalent • Proven track record in sales and marketing 	<ul style="list-style-type: none"> • Use of bespoke booking systems
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2. TRAINING

<p>Essential</p> <ul style="list-style-type: none"> • Microsoft Office • Databases • Customer Service • Equalities 	<p>Desirable</p> <ul style="list-style-type: none"> • Health and Safety • First Aid Certificate
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3. SKILLS & ABILITIES

<p>Essential</p> <ul style="list-style-type: none"> • Good communication skills and ability to write letters, reports and other documents • Good interpersonal skills • Confident and able to work with the public • Team player • Able to work on own initiative • Ability to prioritise, meet deadlines and work effectively under pressure • Well organised, methodical in approach • Decision making and problem solving • Resourceful and flexible • High degree of initiative and creativity 	<p>Desirable</p> <ul style="list-style-type: none"> • Supervising a venue or facility • Staff supervision • Radio communication handling
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4. KNOWLEDGE

Essential	Desirable
<ul style="list-style-type: none">• Relevant knowledge of area of operation Knowledge of Eastbourne• Mailchimp• Photoshop• Artifax booking system	<ul style="list-style-type: none">• Broad knowledge of the Council and EHL services• Health and Safety regulations• Knowledge of venue management

5. EXPERIENCE

Essential	Desirable
<ul style="list-style-type: none">• Demonstrable experience in a relevant service area – sales and income generation• Partnership working• Event coordination• Manage sales performance	<ul style="list-style-type: none">• Planning and delivery of events• Event Management• Telephone sales•

6. PHYSICAL, LEGAL AND OTHER REQUIREMENTS

Essential	Desirable
<ul style="list-style-type: none">• Flexible to undertake unsocial hours working including evenings, weekends and bank holidays• An engaging, enthusiastic and positive manner with a strong “can do” approach• Car driver with access to a vehicle for work	

All staff must be prepared to have an understanding of the Equal Opportunities, Customer Care and Health and Safety policies. Managers in particular, must have a commitment to implement and abide by these policies.

TERMS AND CONDITIONS

Lewes District and Eastbourne Borough Councils have been on a transformational journey to fully integrate services. This has involved integrating staff teams, processes and systems whilst still retaining sovereignty of the individual councils.

The employer will be Eastbourne Borough Council.

Duration

This is a permanent contract.

Conditions of Service

The conditions of service for this post are for the National Joint Council (NJC) for Local Government Services. The post is graded Band D.

Salary

The spinal column points (SCP) for the post are as follows:

SCP 15	£24,003	SCP 20	£26,502	SCP 25	£29,577
SCP 16	£24,483	SCP 21	£27,032	SCP 26	£30,451
SCP 17	£24,973	SCP 22	£27,573	SCP 27	£31,346
SCP 18	£25,473	SCP 23	£27,741		
SCP 19	£25,982	SCP 24	£28,672		

Hours

The hours for this post are 37 a week. These will be worked within operational requirements. Actual starting and finishing times will be agreed with your manager. Within these boundaries the Council operates a flexitime scheme for all but Heads of Service. Details will be supplied to the successful candidate upon appointment.

Place of Work

Your normal place of work will be the Devonshire Quarter, or such other places within the boundaries of Lewes District and Eastbourne Borough as may reasonably be required.

Agile Working

Many of our roles are suitable for remote working and staff are provided with the equipment to do this safely and effectively.

Probationary Period

All posts are subject to a six months' probationary period where your suitability for the post will be assessed. During this time your progress will be reviewed and discussed with you at regular intervals.

Annual Leave

The leave year runs from 1 April to 31 March and entitlement varies with length of service. The current minimum entitlement is 25 days. This increases to 29 days in the leave year following completion of five years' service. Subject to the demands of the post, you will normally receive additional paid leave on each Public Holiday.

An employee who starts part way through the year will receive a proportion of the basic holiday entitlement. For operational reasons some Service Areas have to restrict the maximum amount of holiday taken at any one time and its timing in the year. Holiday commitments entered into before taking up an appointment will be honoured wherever possible.

Notice Period

The contract of employment applicable to this post will specify a minimum period of one calendar months increasing to two calendar months when paid from SCP 23, to be given by either side.

Pension

We provide membership of the Local Government Pension Scheme (LGPS) to employees aged under 75 who have a contract of employment that is for at least 3 months. The LGPS is a qualifying pension scheme, which means it meets or exceeds the government's standards.

All employees are automatically entered into the Local Government Pension Scheme unless they choose to make alternative provision for pension. Scheme members contribute the percentage of salary as set out in the table below. We will also make an employer's contribution to the scheme.

The contribution bands with effect from 01 April 2020 are:

Pay Range	Contribution
Up to £14,600	5.5%
£14,601 - £22,900	5.8%
£22,901 - £37,200	6.5%
£37,201 - £47,100	6.8%
£47,101 - £65,900	8.5%
£65,901 - £93,400	9.9%
£93,401 - £110,000	10.5%
£110,001 - £165,000	11.4%
More than £165,001	12.5%

The pay ranges will be increased each year from 01 April in line with inflation.

Based on the salary for this role, the contribution will be 6.5%