



The Bishop's Palace  
WELLS · SOMERSET

## Job Description

<b>Title</b>	<b>Weddings and Events Manager</b>
<b>Hours</b>	Part Time – 20 hours per week
<b>Working Pattern</b>	Due to the nature of the role it is essential the postholder is prepared to work weekends, evenings and bank holidays. The number of hours or working pattern will vary according to the seasonality of the business but will be approx. 20 hours per week.
<b>Salary</b>	£25,000 pro rata
<b>Report to</b>	Visitor Experience Manager
<b>Responsible for</b>	Relationship with external caterers Relationship with customer booking private events
<b>About the Bishops Palace</b>	<p>The site and buildings of The Bishop's Palace and Gardens is owned by the Church Commissioners and managed by The Palace Trust. As a charitable organisation our mission is to protect The Bishop's Palace by ensuring financial stability through engaging a wide range of people for their enjoyment and learning.</p> <p>The Bishop's Palace has played host to lavish hospitality for over 800 years and our truly unique venue offers clients access to a medieval vaulted Undercroft, the Palace Long Gallery, conference room, outdoor terrace and acres of stunning gardens to stroll across for their wedding reception, party or conference. We also have several flagship events which are hugely popular, both with our local audience and visitors from further afield.</p>
<b>Purpose of role</b>	The post holder takes responsibility for promoting and selling private events as well as the operational delivery of these events. The Weddings and Events Manager ensures excellent customer service is given from initial enquiry to post event follow-up. The post holder will also take responsibility for organising our flagship public events.
<b>Purpose, Vision and Values</b>	<p>As a charitable organisation our aim is to protect The Bishop's Palace by ensuring financial stability through engaging a wide range of people for their enjoyment and learning.</p> <p><b>Our Vision</b> To inspire and touch the lives of many by offering joy, healing, hope and wellbeing.</p> <p><b>Our Purpose</b> To conserve and share the Palace and its story as a place of enjoyment and reflection for the benefit of all.</p> <p><b>What we value</b> Authenticity • Inclusivity • Hospitality • Spirituality • Generosity • Sustainability</p>

<p><b>Key tasks – What the Palace Trust expects</b></p>	<ul style="list-style-type: none"> <li>• Secure new business and meet and then exceed sales targets</li> <li>• Work with our catering partners to ensure wedding receptions, celebrations and other private events run to the highest possible standards</li> <li>• To annually review and write the business plan including packages and prices</li> <li>• Monitor enquiry and booking levels and quickly adapt the strategy in response to changes in consumer behaviour</li> <li>• Work closely with the Marketing and Communications Manager to ensure appropriate promotion of weddings and events</li> <li>• Take the lead on our flag ship events which include but are not limited to The Garden Festival, the Christmas Artisan Market and Christmas at the Palace.</li> <li>• Provide high standards of customer care to enhance the reputation of The Bishop’s Palace</li> <li>• Effectively and regularly communicate with the relevant Palace staff to ensure that all client needs are understood and delivered to high standards</li> <li>• Keep immaculate event planning records</li> <li>• Take responsibility for post event follow-up and evaluation</li> <li>• Maintain a customer feedback record</li> <li>• Act as duty manager for the Bishop’s Palace site as required</li> <li>• In addition to the above, the post-holder may be required to undertake other reasonable duties and responsibilities which are compatible with the overall scope and authority of the appointment, in discussion with the Line Manager</li> <li>• Attend training courses as required</li> </ul>
<p><b>What you can expect from The Palace Trust</b></p>	<ul style="list-style-type: none"> <li>• Support from The Palace Trust’s staff team</li> <li>• Training and development to undertake the role</li> <li>• 25 days annual leave pro rata, 4 of which must be taken between Christmas and New Year</li> <li>• Pension provision</li> <li>• 10% discount Palace Produce</li> <li>• Employee Assistance Programme</li> </ul>
<p><b>Key internal contacts</b></p>	<ul style="list-style-type: none"> <li>• Chef Manager</li> <li>• Sous Chef</li> <li>• Visitor Experience Manager</li> <li>• Marketing and Communications Manager</li> <li>• Finance Team</li> </ul>

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"><li>• Educated to at least level 3 (A-Level) or equivalent</li><li>• Proven track record in wedding sales and building venue hire business</li><li>• Experience in developing the promotion for private events</li><li>• Direct customer care and support experience</li><li>• Experience of managing and resolving customer feedback</li><li>• Experience of training and motivating staff</li></ul>	<ul style="list-style-type: none"><li>• Experience of event management</li><li>• Experience of Duty Management</li></ul>
<b>Skills and abilities</b>	<ul style="list-style-type: none"><li>• Excellent customer service skills</li><li>• Excellent communication skills</li><li>• Creative and innovative approach to business development</li><li>• Ability to proactively promote the venue and make contact with potential clients</li><li>• Ability to work as part of a team and use own initiative</li><li>• Ability to take the initiative when responding to unforeseen operational issues.</li><li>• Proficient with IT</li><li>• Attention to detail in all areas of work</li></ul>	
<b>Personal Attributes</b>	<ul style="list-style-type: none"><li>• Flexibility in relation to duties and working hours that may include evenings, weekends and bank holidays</li><li>• Organised and methodical</li></ul>	

### How to apply:

All applicants are required to complete an application form which can be found

<https://bishopspalace.org.uk/info/jobs/>

Applications, including a cover letter should be sent to: [Recruitment@bishopspalace.org.uk](mailto:Recruitment@bishopspalace.org.uk)