



The Bishop's Palace  
WELLS · SOMERSET

## Job Description

<b>Title</b>	<b>Wedding &amp; Private Events Coordinator</b>
<b>Duration and Hours</b>	Approx 20 Hours per week Note: the hours are flexible depending on events and will be discussed in detail at Interview.
<b>Salary</b>	£27,000 - £30, 000 pro rata depending on experience.
<b>Report to</b>	Visitor Experience Manager
<b>About The Bishop's 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.</p> <p>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 is responsible for promoting and selling Weddings and private functions as well as the operational delivery of these events. The Weddings and Private Functions Coordinator ensures excellent customer service is given from initial enquiry to post event follow-up
<b>Vision, Purpose and Values of The Bishop's Palace</b>	<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>
<b>Key tasks for the role</b>	<p>Key tasks for the Wedding &amp; Private Events Coordinator</p> <ul style="list-style-type: none"> <li>• Secure new business and meet budgeted sales targets</li> <li>• To annually review and write the business plan in conjunction with the Visitor Experience Manager, 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>• Keep up to date with market trends and actively research local competition</li> <li>• Work with our catering partners to ensure wedding receptions, celebrations and other private events run to the highest possible standards</li> </ul>

	<ul style="list-style-type: none"> <li>• Work closely with the Marketing and Communications Manager to ensure appropriate promotion of weddings and events</li> <li>• Assist when required with our flag ship public events which may include but are not limited to Outdoor Theatre season, live music events, 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>• Attend training courses 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> </ul>
<p><b><i>What you can expect from The Bishop’s Palace</i></b></p>	<p>You will be working for an independent charity whose main aim is to share, preserve and protect the 800-year-old Bishop’s Palace. We reinvest in the team and the site and work with local community groups and organisations as part of our community engagement. We are a real living wage employer.</p> <ul style="list-style-type: none"> <li>• 25 Days annual leave per year</li> <li>• Induction tailored for each employee</li> <li>• Training and development to undertake the role</li> <li>• Opportunity to join The Palace Trust Pension Scheme</li> <li>• Access to the organisations Employee Assistance Programme</li> <li>• Positive Working Environment</li> <li>• Opportunity to support the local community through volunteer days.</li> <li>• Staff social events</li> <li>• Staff discount in The Bishop’s Table Café and the Palace Shop</li> <li>• Special staff event and admission</li> </ul>
<p><b><i>Key internal contacts</i></b></p>	<ul style="list-style-type: none"> <li>• Visitor Experience Manager</li> <li>• Marketing and Communications Manager</li> <li>• Property Manager</li> <li>• Chief Executive</li> <li>• Finance Team</li> </ul>
<p><b><i>Key external contacts</i></b></p>	<ul style="list-style-type: none"> <li>• Approved catering suppliers</li> <li>• Wedding and events suppliers</li> </ul>

## Person Specification

	Essential	Desirable
<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></ul>	<ul style="list-style-type: none"><li>• Experience of Event Management</li><li>• First Aid at Work certificate</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:** Send a CV and cover letter to [Recruitment@bishoppalace.org.uk](mailto:Recruitment@bishoppalace.org.uk) . Please note CVs will not be considered without a cover letter for this role.

You should submit your application by the closing date of 12noon on Wednesday 14 August 2024.

Interviews to take place at The Bishop's Palace on Thursday 22 August 2024.  
Shortlisted applicants will be contacted on 19 August.

Potential Start date – September 2024

**We reserve the right to close this vacancy early if we receive sufficient applicants for the role. Therefore, if you are interested, please submit your application as early as possible.**