

Job Description

Title	Events Manager
Hours	<p>Full Time role (37 hours pw)</p> <p>The nature of this role will require flexibility around the hours, as these will vary depending on the events schedule. Working times will include weekends and some evenings. Worked on a rota basis.</p> <p>This role is site-based in Wells.</p>
Salary	£28,000 - £30,000 per annum
About	<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. The eight-hundred-year-old Palace sits among fourteen acres of stunning RHS partner gardens that draw 140,000 visitors per annum. The Palace is over 800 years' old and is Listed Grade I for its historic, cultural and architectural significance and there is huge potential to build on the success of the Gardens' visitor experience by bringing the built heritage much more into the consciousness of our visitors.</p> <p>The Events Manager joins the team to develop our visitors experience ensuring exceptional visit from the moment they cross the Drawbridge to the time of departure. This is a versatile role requiring the post holder to plan, organise and lead on the varied events programme throughout the year, oversee the private events operations run smoothly, and also assist with Duty Management. This is an exciting time to join the team as we start our next 5- year strategic plan and this role will be pivotal in achieving both financial goals and assisting with diversifying visitor engagement.</p>
Purpose of role	<p>Our Events Manager will have oversight of both Public and Private events and be responsible for the events budget. The Events Manager will design, deliver and lead on all public events to ensure all visitors have a fantastic experience. They will work alongside the Weddings Coordinator to ensure private events are also delivered to a high standard. The Events Manager will develop and deliver a dynamic public events programme which celebrates this historical site, entices new visitors to explore, and engages our regular visitors. Working alongside the Visitor Team Manager they will support the Visitor Experience Team, acting as Duty Manager on a rota basis.</p>
Purpose, Vision and Values	<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>Our Vision To inspire and touch the lives of many by offering joy, healing, hope and wellbeing.</p> <p>Our Purpose To conserve and share the Palace and its story as a place of enjoyment and reflection for the benefit of all.</p> <p>What we value • Authenticity • Inclusivity • Hospitality • Spirituality • Generosity • Sustainability</p>
Key tasks – What The Palace Trust expects	<p>Responsibilities include:</p> <ul style="list-style-type: none"> • Overseeing the current events programme, leading the planning, delivery, and breakdown and ensuring these are part of a compelling offer to potential supporters • Developing a new strategy for public events for approval by the CEO that widens community engagement and access • Managing an annual event budget and returning a profit • Fostering and maintaining external partnerships with other attractions, sponsors and external partners • Collaborating with the marketing team to promote events both public and private • Ensuring appropriate risk assessments have been carried out for events and have appropriate management plans in place • Working closely with the Wedding Coordinator to ensure that all aspects of Weddings and Private functions are delivered to a high standard. • Ensuring appropriate financial and cash handling procedures and controls are in place for events, and that a full audit trail is maintained and available for inspection • Reviewing and developing events throughout the year to ensure events remain relevant, striving to continually improve the visitor experience. • Adhere to Health and Safety regulations set out by The Palace Trust in accordance with its statutory regulations • Acting as Duty Manager ensuring the site is opened and closed and effectively managed whilst open to the public • Managing, motivating staff and volunteer teams to deliver the highest standard of customer care to all visitors • Deal with emergencies and first aid incidents, acting as a First Aider and/or Fire Marshall • Ensuring the presentation of the Palace is always kept to a high standard • The post holder will be required to undertake other reasonable duties and responsibilities which are compatible with the overall scope and authority of the appointment

Key internal contacts	CEO Visitor Experience Team Wedding Coordinator Property Manager Marketing Team	Community Engagement, Café, Garden and Finance Teams Volunteers Bishop, Bishop's Staff & residents
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Person Specification

	Essential	Desirable
Knowledge and Experience	<ul style="list-style-type: none"> • Experience of designing and delivering public events • Knowledge of health and safety guidelines for a public site • At least one years management/ supervisory experience in the heritage or tourism sectors • Experience of managing budgets and working towards financial targets and KPIs • Experience of increasing events income in a similar post • Experience of a visitor-focused operation and understanding of how to inspire people of all ages and backgrounds 	<ul style="list-style-type: none"> • Educated to degree level in an arts or heritage related field • Experience of Duty Management at a visitor attraction/heritage site • Existing contacts in the events and exhibitions field • Experience of PoS and CRM Systems
Skills and abilities	<ul style="list-style-type: none"> • Excellent organisation and administrative skills with a keen eye for detail • Ability to work under pressure and multitask • Interest and enthusiasm in heritage and the arts • Excellent verbal, interpersonal and written communication skills • Ability to exercise initiative, take personal responsibility and resolve issues independently • Ability to develop positive working relationships with internal and external stakeholders • Ability to work independently and as part of a wider team • Strong ICT skills including online ticketing. 	

Personal Attributes	<ul style="list-style-type: none">• Flexibility in relation to duties and working hours that will include evenings, weekends and bank holidays• Willingness to support all members of the organisation and to be flexible in the tasks that are undertaken• A good level of fitness and wellbeing as you will be outside, and around the site for much of the time
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How to Apply:

Send your CV along with a Covering letter to Recruitment@bishopsplace.org.uk.

Applications should be received by 12noon Sunday 24 August 2025 with shortlisted applicants being invited to interviews on Tuesday 2 or Wednesday 3 September 2025.

Anticipated start date: Early October 2025