

# JOB DESCRIPTION

POSITION	Event Coordinator
REPORTS TO	Event Manager
DEPARTMENT	Events and Operations
DIRECT REPORTS	None
CONTRACT	Permanent

## VISION, MISSION AND VALUES

### Our Vision

A Scotland where all people feel empowered through learning and engagement with science to make positive differences in their lives, their communities and to society as a whole.

### Our Mission

We want to inspire everyone to explore and understand the world around them and to discover and enjoy science.

### Our Values

Are at the heart of our business and underpin all that we do. They define who we are, how we work, what we believe in and stand for.

- **We strive for excellence** to be the best we can be to make a positive impact on society.
- **We are inclusive** and want to make GSC a welcoming, respectful and supportive community for everybody.
- **We innovate** by being proactive, inquisitive and always ready to learn and improve.
- **We collaborate** to build relationships with our community to empower and support lifelong learning together

## ROLE PURPOSE

Working with the Events Team and other key GSC staff, including AV/ICT, Customer Service and Catering, to ensure that a 5\* customer service is provided to all internal and external clients in the planning and delivery of all Events at GSC to ensure that both mission and commercial returns are maximised.

## KEY RESPONSIBILITIES

- To ensure all corporate event enquiries are responded to in a timely manner.
- To prepare quotes and proposals for new business opportunities.
- Host client site visits and planning meetings whilst taking every opportunity to upsell.
- Liaise regularly with corporate clients, internal departments, and external suppliers throughout the event planning stage.
- Manage all aspects of the assigned events, including preparing contracts, invoicing, planning, upselling, and all associated administrative and financial duties.
- To provide an integrated, coordinated, and 5\* service to all customers and clients from the first point of contact to event delivery handover.
- To establish a close working relationship with the Event Operational Team to ensure seamless delivery of the event portfolio
- Ensure post-event feedback is requested and followed up in discussion with the Event Manager while actively addressing any issues, seeking to identify continuous improvement opportunities wherever possible.
- Contribute to achieving the Event Teams yearly budget target by securing sales – and continuously monitor events costs throughout to maintain profit margins.
- Assist with pro-active sales research and activity.
- Assist in the planning, and logistics of GSC generated events through to delivery.
- To work within the standards of the Glasgow Science Centre's health and safety policy.
- To implement the GSC 5 \* Customer Service promise. Offer a fun, safe and welcoming environment to all customers and clients.
- To carry out other reasonable duties/tasks as required, to deliver and meet the objectives of your team and Glasgow Science Centre.

**PERSON SPECIFICATION**

Qualifications, Skills, Experience and Knowledge	Essential	Desirable
Degree level qualification or relevant experience		x
Budgetary management and commercial awareness		x
Excellent interpersonal and communication skills	x	
Understanding of event industry trends and technologies		x
Experience working in a charitable or equivalent environment		x
Marketing and communications knowledge		x
Strong ICT skills	x	
Strong administrative skills	x	

**Personal Qualities**

- Logical, calm, and focused approach to work
- Extremely well organised with excellent attention to detail
- Ability to prioritise and work to tight deadlines
- Resourceful and creative approach to challenges
- Team worker but equally comfortable working on own initiative
- A passion for excellence and delivering exceptional customer service
- Flexible to work evenings, weekends and holidays as required
- Must be professionally presented at all times