

Role: Wedding & Events Coordinator	Region / Department: Mar Lodge
Reports to: Visitor Services Manager	Pay Band: Grade 3 Lower, £26,884 - £28,684 pro-rata, per annum
Location: Mar Lodge Estate	Type of Contract: Permanent / Full time 40 hours per week

JOB PURPOSE

This job exists in order to manage and develop Mar Lodge’s weddings and events business, corporate/private hire and sporting client support. The Wedding & Events Coordinator will ensure income opportunities are maximised in the context of consistently high standards of customer care and lodge presentation.

Events at Mar Lodge can range from intimate family dinners and tours to large corporate events and weddings for up to 200 guests. Every event requires the same level of planning and care to deliver an outstanding product to our clients which should exceed their expectations, be value for money for the client, whilst also giving a profit to the NTS. As Wedding & Events Coordinator you must have good self-motivation and organisational skills, but also be able to lead a team of other department members and exterior contractors to deliver the event as has been planned with the client in a smooth and professional manner.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

The key purposes of the job will be met by:

- Developing and managing relationships of trust with potential and existing corporate and private hire clients, such that Mar Lodge continually develops and maintains its status as a ‘destination’ venue, renowned for its excellence of customer service.
- Supervising teams which include members of other Mar Lodge departments and outside contractors such that there is absolute clarity of objectives, tasks and standards; and ensure their delivery towards a collective goal.
- Developing and managing the wedding & events business to increase income as part of the property’s drive for sustainability and help raise the profile of the work of the Trust at Mar Lodge in its wider context.
- Managing allocated budgets to ensure that income targets are met, or exceeded, and that expenditure is prudent and ‘value for money’
- Maintaining and recording all communication pertaining to weddings and events, such as dealing with emails, keeping the event diary up to date and informing relevant departments of planned activities.
- Managing equipment and supplies, such as banqueting furniture, catering equipment and supplies, to ensure the operational efficacy of the Lodge.
- Working within the Health & Safety regime to ensure the H&S of staff/volunteers, clients and visitors within the context of the Trust’s “Safe System of Work” regime.
- Coordinating, supervising and personally participating in the delivery and staffing of weddings, functions and events with the advice and support of the Visitor Services Manager and other team members.
- Demonstrating responsibility and accountability that all weddings and events are in line with the Trust’s Environmental Policy and being mindful of the Trust’s obligations to minimise the impact on the environment through efficient use of water/heat/light, recycling and disposal of waste and considered use of transport.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

The above outlines the key skills the post-holder will need to possess and exercise. In addition, either knowledge of or experience in the following is required:

Essential

- Event Management experience demonstrating organizational, time management and coordination skills
- Proven sales skills with the ability to achieve targets
- Strong personal belief in the value of excellent customer care with the ability to translate this in to actions
- Excellent team worker with the ability to work constructively between different teams, and lead and motivate others
- Effective verbal and written communication skills combined with confidence in dealing with a wide range of customers
- Hard working and willing to keep a flexible work pattern
- A willingness to work with and support other departments as and when the need arises
- An understanding and commitment to the aims and objectives of the National Trust for Scotland
- Competent user of Microsoft Office products
- Hold a clean and current UK driving licence.

Desirable

- A formal qualification in Hospitality or Event Management
- Personal licence holder (or be willing to train)
- Current First aid certification (or be willing to train and use)
- Current food hygiene certification (or be willing to train)

DIMENSIONS AND SCOPE OF JOB

- The post involves some physical activity including prospective client tours of the facilities and lifting and carrying. The Lodge is split over several levels, many of which are not accessible other than by the stairs.
- Due to the nature of a hospitality/events business frequent evening and weekend work can be expected.
- The post-holder may be required to undertake errands around the estate and to/from local businesses as well as attending meetings at other Trust venues, practical only by vehicle.

- On site accommodation may be available for the successful applicant

The Key Responsibilities, Scope of Job, and Required Qualifications, Skills, Experience & Knowledge reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities.

Applications

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Services Department (Applications) by email via workforus@nts.org.uk, by Sunday 14th July 2024.

Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example "Gardener - Culzean"