



Post:	Event Operations Coordinator
Site:	The Bath & West Showground, Shepton Mallet, BA4 6QN
Reports to:	Head of Commercial Sales
Line Management:	N/A
Responsible for:	Running the events taking place at the Showground and being the client's point of contact throughout. Working closely with the estates team to ensure the smooth running of large scale events, and heading up the running of the meeting spaces. Assisting the Head of Commercial Sales and Events Coordinator in the planning of events.

THE BUSINESS

The Royal Bath & West of England Society is a charity that was set up in 1777 to promote and encourage Agriculture, Manufacture, Arts and Rural Crafts through an innovative approach to education and knowledge transfer. The business of the Society has evolved into three parts: -

1. Hosting financially viable agricultural and rural shows through Bath & West Shows Ltd.
2. Gaining best commercial value from our showground through Bath & West Enterprises Ltd.
3. Delivering our charitable objectives.

The Society is best known for hosting the annual Royal Bath & West Show on its own Showground at Shepton Mallet. At present it organises two other specialist agricultural shows, Grassland UK (every three years) and, annually, The Dairy Show - the country's largest such event. The Showground hosts a wide variety of other events organised by third party event organisers which, together with catering concessions, is worth circa £1m per year of additional revenue. It is felt that this area of the business has huge commercial potential not least with a newly refurbished 2-storey restaurant building completed in 2019 and the Rural Enterprise Centre that opened in early 2018.

PURPOSE OF THE POST

The primary purpose of this role is to ensure the smooth running of all events at the Showground, with the aim of giving all clients a positive experience and the desire to come back.

This role will ensure details are correct, client's expectations are met and events run smoothly from start to finish, no matter how big or small.

This is an exciting time for this role to join the business, as the commercial potential is tapped into and further new event opportunities are explored.

CORE DUTIES AND RESPONSIBILITIES

- Client facing role at large Showground events to ensure the smooth running of the event, and all operatives on duty have the information required to carry out their duties.
- Set up and manage all meetings and events in the Rural Enterprise Centre and the Lounge, including sorting all catering and arranging for necessary cleaning and set ups.
- Coordinating the details of these meetings ahead of schedule and booking in catering etc.
- Follow SOPs and use the system fully, to ensure all information is recorded correctly and efficiently.
- Coordinate and manage the private function areas of the Royal Bath and West Show, including booking and planning their catering arrangements.

Working with Bath & West Internal Teams:

- Deliver exceptional customer service to clients
- Work with internal site team
- Work with external contractors

These are the key responsibilities, but it should also be recognised that with a small but dynamic team there will be a need to have a "roll up sleeves and get things done" attitude.

PERSONAL QUALITIES AND BEHAVIOUR:

Essential:

- Operational experience in events
- Good organisational skills
- Excellent interpersonal skills
- Strong verbal communication
- Problem solver
- Proactive
- Can do attitude
- Rapport building
- Pragmatic
- Ability to take initiative
- Self-motivated
- Flexibility

Desirable:

- Knowledge of the entertainment industry
- Understanding of agricultural shows
- Links to agriculture

WORKING ARRANGEMENTS:

Days of Work: There is basic working week of 36.25 Hours across 5 days per week to support The Showground's core activities. These hours will be across 5 days a week on a rota basis, working around the events taking place at the Showground during that given week, and will largely be weekend work.

BENEFITS:

- The Society offers car travel expenses at 45p per mile for authorised activities
- The Society runs a staff pension scheme and healthcare scheme (after 3 months service)
- The Society offers 25 days paid holiday per year, plus Bank Holidays
- Complimentary tickets to the Royal Bath & West Show
- Discounted / Complimentary tickets to other events on the Showground
- Free onsite parking
- Free tea & coffee
- Company Clothing (Jacket / Gilet)

LOCATION

The post-holder should ideally live within reasonable travelling distance of The Showground, BA4 6QN.

Please Note *All details are provided for guidance only, and do not necessarily limit the responsibilities and accountabilities of the job. Full details of employment terms are provided within offers of employment, the Staff Handbook, and appropriate policies within the Royal Bath and West England Society. Some benefits indicated may only be available after a qualifying period. This document does not constitute an offer of employment. Offers are only valid when provided in writing.*