

Job Profile – Events Co-ordinator

Location: **HM Tower of London**
Reports to: **Senior Event Planner**

Purpose of this role:

To offer a world class service to customers through the pro-active administration of Tower events, and to actively support the Tower Events team in all aspects of event activities.

To maintain all records regarding the operation of events. To keep up to date financial records for the department and to support and contribute to the team and help achieve its strategic goals and objectives.

To contribute to the smooth running of the department and to adhere to the vision and integrity of HRP at all times.

What you will be doing in your role:

- To provide administrative support to the Events Department: answering verbal and written event enquiries, taking initial event enquiries, minute taking, filing, taking phone messages etc.
- To support the Tower Events Department by co-ordination of all events-related administration including, but not limited to, literature, marketing material, event contracts, client invoice requests, operations orders etc.
- To co-ordinate and support the Tower Events Department by booking appointments for show-rounds, meet and greet, booking guides.
- Work closely with Travel Trade to maximise opportunities with Travel Trade client base.
- To manage the EFIN finance system of raising purchase order numbers.
- Raising commissions as required by the team and keeping check of all records.
- Liaise with approved events suppliers for event day operations at each venue, co-ordinating security details and ensuring site access procedures are communicated and adhered to.
- To assist the F&E team in the delivery of events, including support with booking of event day staffing requirements.
- Provide administrative support to the HRP Event Solutions team and assist with their contracts and invoicing.
- To assist the Tower Events team with planning and delivery of internal events and act as the main contact and administrator for all internal room bookings (excluding Tower).
- Build and maintain effective working relationships with all HRP teams.
- To have good working knowledge of the electronic proposal system (Conga), Kinetics database and diary management system and to ensure it is fully utilised and maintained with correct F&E information.
- Support the promotion of the HRP venue portfolio through social media and involvement in networking events and trade shows.
- To have a flexible approach to working patterns.
- Ensure that 'value for money' is achieved in all decisions and actions and that all materials and resources are effectively and efficiently utilised to minimise waste and reduce cost.
- Actively seek ways to provide customers with an outstanding experience and 5* service.
- Comply with all Health & Safety regulations and safe working practices as required by current legislation and HRP's Health & Safety Policy and Practices.
- Undertake any other relevant activities which fall under the general scope of this role as directed by your line manager, Head of Dept or Director.

In addition to your main areas of responsibility, the Performance Framework qualities and behaviours that are required from all our people for successful delivery of our Cause and Strategy are summarised below:

Memorable Experiences

Going above and beyond to create personalised experiences that inspire and provoke change

Simplify and Adapt

Cutting through complexity to find simple solutions and encourage agile ways of working

Money Matters

Generating the money to grow our impact and care for our palaces; creating a culture of getting better value and increasing our financial headroom

Fresh Thinking

Demonstrating the courage to push the boundaries, striving to stretch ourselves

In this Together

Working collaboratively across the organisation, investing time in building trusted relationships to create 'one team – one HRP'.

Other requirements

In addition to the above you are also required to have read and comply with the rules/standards contained in HRP's Code of Conduct, including Health and Safety requirements. The Code of Conduct can be found in your Staff Handbook.