

Job Profile – Event Planner

Location: **HM Tower of London**

Reports to: **Event Manager**

Responsible for: **n/a**

Purpose of this role:

To help maximise the commercial potential of the HRP Venues through the sale, organisation and management of events.

To promote the reputation of HRP as a portfolio of world class venues and provider of event solutions by providing event organisers, internal and external clients and guests with faultless event management support and facilities.

To support the cross-palace events team to achieve strategic goals and objectives by contributing to income targets and ensuring consistent world class standards.

Date: **2022**

What you will be doing in your role:

Event Planning & Management

- To provide professional and comprehensive event planning and management service to both internal and external event clients (commercial and non-commercial events).
- Ensure five-star service and accurate and relevant communication from enquiry, to planning and delivery of the event, acting as the main point of contact and information for allocated events.
- To have comprehensive knowledge of the rules and regulations pertaining to holding of events at the palaces, in order to support event planning and management across the venue portfolio as required.
- To co-ordinate all event related paperwork including, but not limited to, hire agreements, operations orders, invoice requests and purchase orders
- Give approved suppliers equal representation to clients. Liaise with suppliers and oversee logistics meetings between them and the clients during the planning phase. Manage suppliers on the event day to ensure smooth operations and adherence to palace regulations
- Arrange, organise and chair various meetings with clients, contractors and HRP staff to finalise details for events and to ensure a faultless level of service is delivered at all times
- In conjunction with venue operations teams, plan event day staffing levels and manage casual staff on event days.
- To be responsible for the safety and welfare of all event personnel ensuring that all suppliers and guests behave in a manner commensurate with HRP H&S and Conservation requirements
- Take an active role in incident management during an event, in line with each palace's procedures
- To accurately complete event checklists and supplier KPI scores

Promotion and Development

- Actively promote the HRP event portfolio by the use of social media, involvement in FAM trips and other sales and PR activities ensuring compliance with brand guidelines at all times
- Attend networking events and trade shows to actively promote and sell HRP events.
- Maintain a sound knowledge of local competitors and trends within the Events Industry
- Build productive client relationships to encourage repeat business across the HRP venues.

Sales

- Assist in achieving the cross-palace F&E team's annual income targets by providing sales support; managing written and verbal enquiries for both private and corporate functions across the HRP venue portfolio.

- Conduct competent and informative site visits to promote the venues and secure event bookings.
- Actively seek new clients and assist the Event Managers to develop new opportunities.

Administration

- Manage all sales office administrative systems and processes to high standards ensuring that KPIs are consistently achieved.
- Ensure contracts are accurate and sent to clients in a timely manner.
- Ensure that all monies due from clients and suppliers are invoiced in time and paid within HRP guidelines.
- Ensure an accurate client database is maintained.
- Ensure that the Events diary system is utilised to its maximum potential and accurate details are captured consistently.
- Disseminate all event related information to internal and external parties in a timely manner.
- Control department expenditure ensuring value for money.

Other

- Have a flexible approach to working patterns, including evening and weekend duties
- Engage with the wider HRP events team to ensure 'best practice' is achieved throughout the organisation at all times.
- Build and maintain strong working relationships with Palace operational teams.
- Actively seek ways to provide internal and external customers with an outstanding experience and excellent levels of service.
- Comply with all Health and Safety regulations and safe working practices as required by current legislation and HRP's Health and Safety Policy and Practices. Assist the F&E team with the annual review of department risk assessments.
- Undertake any other relevant activities which fall under the general scope of this role as directed by the Event Manager or Head of Events

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.