



Elmore Court

ENGLAND

February 2021

Wedding and Events Co-ordinator

About the Job

Elmore Court is an award-winning wedding and events venue in Gloucestershire with a family history going back nearly 750 years. Its current owners have transformed the house into a place for celebration and festivities that has a wonderful contrast between genuine heritage and cutting-edge contemporary design.

We are looking for two confident and capable wedding and event co-ordinators to join our team and be the initial and main point of contact for our couples and clients. The role has a sales element as you will be conducting show rounds to interested couples with the aim to convert those into bookings and you will also be involved in the provision of our planning service from the point of booking through and until the actual day of the wedding or event.

You must be happy to work weekends and be totally happy to go the extra mile for our customers who will mostly be brides and grooms preparing for their wedding, which of course is one of the most important days of their lives.

Key Duties and Responsibilities

- Promptly respond to all incoming sales enquiries – telephone, email correspondence and data inputting using our customer relations management software.
- Conducting show-rounds of Elmore Court with potential clients.
- Develop a deep understanding of the couple's wedding requirements and help them to not only achieve them but exceed them too.
- Arranging and conducting meetings with clients to co-ordinate their events.
- Ensure the smooth running of events.
- Assist housekeeping team by reporting any untidiness, mess or damage.
- Overseeing the correct set up for events to client and Elmore Court specifications.
- Assist with Open Days and others showcase events.
- Have a full and confident understanding of what we do and how we do it.
- Create a welcoming, positive and friendly environment for clients and colleagues.
- Communicating correct event details to all departments and particularly the Food and Beverage Operations.
- Ensuring safe working practices and compliance with Elmore Court hygiene, H&S instructions and regulations.
- Be willing to be part of the team and perform other duties if required. Be willing to get stuck in.

Key Skills and Requirements

We are one of the country's leading wedding and events venues and as such have a very high standards of customer service. You will need to be presentable, friendly and professional at all times and deliver an exceptional experience to all our couples and clients.

Qualifications

- Education in sales, hospitality, travel, tourism and/or event management – Desirable
- Educated to degree or equivalent – Desirable
- Maths and English GCSE - Essential

Experience/Knowledge

- Previous experience in Hospitality Industry is essential.
- Previous experience co-ordinating and running weddings and/or events is essential.
- Previous experience in large scale catering is desirable.
- Previous experience in sales and customer service is essential.
- Previous experience in luxury services and products could be useful.

Skills / Abilities

- Computer literacy essential.
- We use Apple Computers and devices so knowledge of that would be good.
- Love and passion for local and sustainable lifestyles.
- Ambitious, organised and able to work to deadlines.
- Good time keeping.
- Smart appearance.
- Ability to deal with sensitive information with discretion and to maintain confidentiality at all times.
- Excellent team working skills with the ability to work collaboratively and co-operatively with colleagues.
- Embrace the opportunity to work at a unique and exciting venue.
- Prepared to work weekends and shift patterns that the business requires.
- Gregarious, diplomatic and the ability to work under pressure.
- You will need to hold a driving license and have your own car as public transport connections are almost non-existent.

Salary and hours

This is a full-time role (ie 5 days a week) and working hours can include late nights.

Starting salary will be £20 - £26K depending on experience. You will be eligible for discretionary bonuses.

Start date

We are expecting considerable demand for this role and suggest applying for this role as soon as you can.

We are hoping to fill both positions by the end of April 2021.

How to apply?

There are three things you need to do.

1. Send us your CV as you would for most applications.
2. Make a video of yourself no longer than 2 minutes long and tell us about yourself and why you'd be great working at Elmore Court.
3. Send both the CV and a link to your video to us at work@elmorecourt.com.

If this sounds like you then please apply.

We have a great team and are really looking forward to some new folks to join us!