

**JOB DESCRIPTION**

**Feb 2023**

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**Job Title:** Events Team Leader

**Service Area:** Hitchin Town Hall

**Grade:** 7

**Hours:** 30 hours per week

**Responsible to:**

Operations and Events Manager.
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**Responsible for:**

Support Officers Cleaners/Porters Digital Marketing Assistant Casual Events Assistants Casual Duty Managers
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**Contacts:**

Officers of the Council Elected Members Members of the Public Local Organisations and Community Groups
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**Job Summary:**

To be responsible for the management of all Events staff across Hitchin Town Hall and to support the Operations Manager to optimise the income from events and ensure the service offered meets the expectations and needs of customers and clients

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**Key Responsibilities:**

**1 Principal Responsibilities**

Responsibility for managing specific events across the facility including supporting, coaching, and training Events staff to support effective delivery of service at events across the facility.

Day to day management of the Events team, including, supervision of the team, dealing with complex enquiries, taking bookings, confirmation correspondence and invoicing etc.

To plan and run a range of events at the Town Hall, from both an operational and financial position.

To actively promote and market the events for which the post holder is responsible, to raise the profile and demonstrate its value to customers and the community to optimise usage and income.

To support the Operation and Events manager in providing technical and specialist advice to facility users on the venues audio visual equipment and general service delivery queries.

Support the Operations and Events manager with the banking and facility wide cash reconciliation and ensure events staff are adequately trained and understand the tills system and necessity of financial record keeping.

To oversee and maintain the website for the venue along with social media accounts ensuring the events and marketing for the venue are accurate, engaging and up to date.

To oversee the venues booking database and ensure its accuracy and content is suitably detailed so as to support the smooth running of venue operations.

To work with the Councils in house communications team to ensure promotional material is designed and produced in a timely fashion to support the marketing of the venue and its events.

## **2 Staff Management**

To provide supportive management to coach, develop and motivate staff and empower them to deliver high quality services and contribute to the achievement of Council priorities

To deploy staff effectively and ensure they are performing to agreed standards (including 1:1 meetings, recruitment and selection, use of disciplinary and absence management policies and performance reviews).

## **3 Service Management**

To review and develop the services for which the post holder is responsible and manage to change, to achieve continuous improvement; to maintain agreed performance targets and to meet the requirements of value for money and the relevant performance management and inspection regimes.

To ensure the service meets the Council's Customer First Standards.

To actively promote the service in order to raise the profile of the Council and demonstrate its value to residents and customers.

## **4 Financial Responsibilities**

To proactively manage any budgets under your control within agreed financial limits to provide value for money in delivering services and maximise the achievement of Council policy.

To adhere to Financial Regulations and Contract Procurement Rules.

## **5 Other Responsibilities**

