

EVENTS COORDINATOR AND ADMINISTRATOR

We are searching for an outstanding individual with extraordinary organizational skills who works well in a team environment. Your interpersonal skills will win over prospective clients and colleagues alike while you thrive in our fast-paced and dynamic environment. Being able to retain a sense of calm while under pressure, as well as a strong eye for detail and computer literacy are musts. You must be happy to roll up your sleeves and get involved in anything that needs doing - from pot-scrubbing and changing beds to office admin and elementary marketing tasks to leading first visits and running events – you will be doing it all.

Our team is a small and dynamic group of people with a passion for delivering outstanding customer service. Matara is located outside of Tetbury in the Cotswolds and is a place that takes you to another world. Set on 26 acres it is a venue and team that focuses on people and their dreams offering unique events catering to personal expression.

Duties and key responsibilities include:

- Answering enquiries and pro-actively following up for potential events & accommodation hire via email, phone etc.
- Showing potential clients around the centre, discussing their needs etc.; Sales could include attending exhibitions and networking events as required, as well as hosting in house marketing events, such as open houses.
- Spearheading, alongside our General Manager, new revenue leads, pro-actively reaching out to businesses.
- **Customer service/Event Management** – Assisting clients from the time of the booking through to their event with the planning of the events, advice and general assistance including assisting on their day.
- Managing casual staff for event days - from training staff, booking staff and supporting/delegating to staff on the event day itself.
- **Coordinate** food with client and chef; ensure chef sheets are produced for events, which confirm food costs allocated to the client's menu; provide monthly actual costings for food and bar; invoice clients and issue payment to suppliers for food and related supplies.
- **Office Administration** – including diary management, stock ordering, team liaising, and light bookkeeping duties
- **General Administration** – processing payments, preparing invoices and contracts, schedules and floor plans and any other paperwork required. Please note this will also include non-wedding-related administration.

- **General Office assistance** – As part of the team you would be answering incoming telephone calls, photocopying, filing etc.
- **Liaise** with Housekeeping and Centre Keeper re stock ordering, linen wash ticket entries, checking linen deliveries, cleaning orders.
- **Computer Literacy** – comfortable managing online advertising platforms. Knowledge of Microsoft Office Suite and Google Drive are a plus.
- **Liaising** with our Social Media and Marketing manager, helping to create live content. Strong photography & video skills a plus.
- At least **one year of experience** in Events is a must.
- **Available** for at least 1 in 3 weekends (never more than 1 in 2)
- **Available** September – December 2024 for intensive training.
- Be excited to **build knowledge** to be aware and capable of the process of an enquiry through to a wedding in order that you can answer client's needs as opposed to taking messages.

Full Time Position – 40 hours a week.