

Job Title: Event & Venue Find Co-ordinator (Hybrid Role)

Reporting to: Producer

Salary: Depending on Experience.

The Company

Make Events are a hugely experienced events agency in Manchester, who have taken the industry by storm since we were launched in 2012 by founder Holly Moore. With a client list that reads like a who's who of the North West's most successful businesses, Make Events has grown rapidly and now employs a group of the industry's most talented people.

Purpose of the Role

This role is for an organised and proactive individual with a strong customer service skill set and the ability to meet with clients, venues and suppliers. The lucky candidate will attend client and venue meetings with and without the event producer putting together proposals and following up the paperwork, being a point of contact for the client, suppliers and venue, managing the process to bring the enquiry to contract quickly.

Main Duties

- Carry out day-to-day admin including answering emails, phone calls, completing quotes, handling venue find requests, invoices, estimates, contracts, letters and general paperwork etc.
- Attend client meetings with and without the event producer and take notes, following up on all tasks.
- Assist with sourcing products and suppliers for event producers to add to their creative proposals for events.
- Consistently apply and demonstrate industry and destination knowledge to all clients.
- Be a point of contact for the client and proactively follow up on any queries.
- Set up, manage and de rig events.
- Carry out venue finds, negotiating best commission rates and carry out venue show rounds.
- Co-ordinate, book and manage transport for client events.
- Search for accommodation, book and co-ordinate for client events.
- Provide a delegate management and liaison service for client events.
- In the absence of the event producer, organise staff and transport for events utilising contracted staff and work experience.
- Provide onsite support for events of all scale within the business and be adaptable to work onsite for events which do not sit within your account list.
- Ensure the highest quality of work is presented in unison with Make Events and client's core values.
- To deliver "The Ultimate Experience" every time.
- Proactive in self-development and committed to expanding industry knowledge by attending trade shows, fam trips and networking events.

- Support and knowledge share with team members on suitable venues for their events based on client brief.
- The ability to work independently and part of the wider team.
- Post event follow up with the opportunity to close the next event.

This list is not exhaustive and you will be required to undertake other duties as directed by your manager.

Essential Skills, Knowledge, Experience and Interests

- Excellent verbal and written communication skills.
- Excellent Microsoft Word, Excel, PowerPoint and Outlook skills.
- Highly motivated and organised individual with excellent attention to detail.
- Creative, out of the box thinker.
- Confident with speaking/networking with clients, suppliers and industry peers.
- Personable negotiator.
- Ability to work well under pressure.
- Customer focused team player yet comfortable to work alone when required.
- An interest in finding new and unusual venues.
- Previously worked for a minimum of 1 years within an agency/venue environment.

Make Events Culture

- Think about Make Events brand values and apply this to everything you do
 - Magic Touches
 - Confidence
 - Get Stuff Done
 - Anything is Possible
- Support the company vision – to be the go to event partner for any event for the North-West household names
- Take responsibility for your own learning and development, maintaining and improving knowledge of the events industry
- Be fully immersed in the industry and enjoy all of the opportunities that it brings you.
- Follow the Make Events company ethos of work hard, be nice.
- Putting the client first and constantly asking yourself 'what is my clients customer experience NOW?'

Other Requirements

- Current driving licence
- Ability to travel around the UK & overseas
- Flexible approach to working hours, job requirements may take place over evenings and/or weekends

Benefits

- 25 annual holidays allowance plus bank holidays
- Discounts with various hotel groups for personal use
- Extra day holiday on your birthday (conditions apply)
- Option to buy holidays (up to 5 days per year – conditions apply)