



Position Description

Position Title: Wedding & Events Coordinator & Assistant Venue Manager
Department: Outside Catering
Location: The Sun Pavilion – Harrogate/Garforth Head Office
Reporting to: Head of F&B Sun Pavilion
Date Prepared: 13/11/2023

CGC Event Caterers is a long established caterer with decades of experience in the hospitality industry. We operate at venues of all sizes and have exclusivity at prominent sporting, entertainment and cultural locations across the UK and is also the European Catering Division for ASM Global, the global leader in the delivery of live entertainment and events.

In the UK, we operate at the following venues:

- Eight Yorkshire Racecourses including the world famous York Racecourse
- Yorkshire Event Centre – Harrogate
- The Sun Pavilion – Harrogate
- Lincolnshire Epic Centre – Lincoln
- LNER Community Stadium – York
- Theatre Royal and Concert Hall – Nottingham
- The Halls - Wolverhampton

POSITION PURPOSE

A exciting position combining Wedding & Events Coordination with Operations to assist the Venue Manager at the much loved Sun Pavilion in Harrogate. This role would suit a candidate who is already working in the Weddings industry as a Coordinator but is looking for their next challenge and to take more responsibility in the day to day running of the venue.

KEY RESPONSIBILITIES

- Proactive promotion of The Sun Pavilion, driving predominantly wedding bookings and working hard to convert as many enquiries as possible
- Working closely with the marketing team to align on campaigns
- Full Wedding & Event coordination; from initial enquiry through to delivery and everything in between. This will include:
 - Responding to new enquiries
 - Preparing proposals based on a couple's/event organiser's requirements
 - Carrying out venue show rounds (both virtually and in person) and hosting venue viewing days
 - Confirming bookings using our Event Management system, ensuring our couples/event organisers have all the information they need
 - Collecting payments according to the venue's timescales both in the lead up to events and post event billing
 - Helping and speaking regularly with our couples and event organisers to make sure all of their details and requirements are captured in advance of the Wedding/Event date
 - Creating customer contracts and internal function sheets
 - Liaising with industry suppliers
- Planning, diaring and managing the bookings for events such as food tasting sessions, venue viewing days, wedding fairs etc.
- Overall diary management of the venue
- Regular reporting on agreed KPIs

OPERATIONAL

- Assisting the venue manager in all aspects of running events and weddings at The Sun Pavilion
- Deputising for the venue manager in their absence
- Ensuring the working environment for the team is clean and meets Health & Safety legislation
- Assisting with the recruitment, training and monitoring of bar and food service staff at The Sun Pavilion



Position Description

- Ensuring all events and weddings are managed in line with the customer's and company's exacting standards
- Ensuring that the customer's and company's property, equipment and monies under your control are safe and secure at all times
- Ensuring a complete closedown procedure is followed at the close of business
- Dealing confidently with customers, suppliers, Registrars and colleagues
- Arranging service calls for maintaining all fixtures and fittings

PERSON SPECIFICATION

- Excellent written, telephone and face to face communication skills
- A friendly and approachable individual with a real passion for the wedding and events industry and an interest in current trends
- Experienced in selling, preferably within the events/wedding/catering industry
- Embraces teamwork
- Highly organised, focussed and self-motivated, comfortable to work independently
- Experienced in client management
- Experienced user of Microsoft Office products: Word, Excel, Publisher etc. Existing knowledge of CRM/Event Management systems is beneficial
- Social media experience is preferred

BENEFITS

- Competitive salary
- 25 days' holiday
- Life assurance
- Pension
- Healthshield - Health cash plan
- My Perks – brand discounts
- Free on-site parking
- Employee Assistance Programme

GENERAL INFORMATION

The requirements of the business are such that it is necessary to have a flexible approach and therefore some business-related travel to be able to work at our venues and operational sites will be required.

To apply, please complete the [CGC Application Form](#) as soon as possible, noting the closing date is 24th November. Good Luck!