



# Position Description

**Position Title:** Events Co-ordinator  
**Department:** Head Office  
**Location:** Garforth  
**Reporting to:** Client Relationship Manager  
**Working hours:** 37.5 hours per week  
**Date Prepared:** 6 February 2025

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
- The Yorkshire Event Centre – Harrogate
- The Sun Pavilion – Harrogate
- The Lincolnshire Epic Centre – Lincoln
- LNER Community Stadium – York
- Theatre Royal and Concert Hall – Nottingham

## **POSITION PURPOSE**

To proactively manage our venues and services, co-ordinate all bookings and support in the operational delivery of events.

## **KEY RESPONSIBILITIES**

- Proactive promotion/upselling of our services to existing customers.
- Meet monthly and annual sales targets in conjunction with the Sales Executive
- Maintain the sales forecast to track progress against targets
- Maintain and develop a strong relationship with our clients
- Work in a team of coordinators dealing with a high level of inbound enquiries for hospitality, restaurant, conference and events bookings
- Respond efficiently and accurately to all incoming enquires maintaining high levels of customer service at all times
- Prepare proposals, quotations, event contracts and cost summaries
- Detail customer requirements and liaise with colleagues to ensure all customer needs are met. Ensuring the smooth transition for the customer from event coordination to event delivery
- Take payments from customers
- Assist with checking billing information ready for invoicing
- Complete timely follow ups once an event has taken place to ascertain any future requirements
- Accurately maintain and update our Events Management database

## **PERSON SPECIFICATION**

- Excellent written, telephone and face to face communication skills
- Embraces teamwork
- Highly organised, focussed and self-motivated
- Experienced in client management
- Experienced user of Microsoft Office products: Word, Excel, Publisher etc. Existing knowledge of CRM/Event Management systems is beneficial



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## BENEFITS

- 25 days holiday
- Life assurance
- Pension
- Healthshield - Health cash plan
- Free on-site parking
- Colleague Assistance Programme
- Colleague Referral Programme

## GENERAL INFORMATION

The requirements of the business are such that a high degree of flexibility is necessary and therefore some evening and weekend work will be required. Additionally, there will be occasions where the incumbent will be required to work on group wide programmes and also at other venues operated by CGC.