

Role Description

The main focus of this role is to assist the Events Manager in the planning, organisation & overseeing of staff and volunteers working events at the Zoo. These will include but not be limited to conferences, corporate team building, weddings, celebration parties, fundraising events, and evening events such as Roar and Snore, Boo at the Zoo and Zooluminate.

Hours: Variable hours, with a minimum of 2 days per week. Must be willing to work events including weekends and bank holidays when required.

Reporting to: Events Manager

Main tasks

- Assist with the creation and delivery of a business minded annual in-zoo events programme.
- Assist and take ownership of a variety of administrative tasks relating to all events at the Zoo.
- Support the Events Manager with leading events from inception through to delivery.
- As directed by the Events Manager assist in researching new products or potential partnerships to improve the events offering at the Zoo.
- Get hands-on and creative with the decorative installation and maintenance of in and out-door zoo events.
- Assist in ensuring excellent customer service is being delivered by those working at events, as well as other supporting staff and volunteers during events.
- Manage all enquiries, bookings, training and delivery of children's birthday parties.
- Assist with the development of a network of approved providers to support the delivery of events (e.g. marquee providers, equipment hire, DJ and bands, florists etc.) and maintain strong relationships.
- Work with the Marketing team and Events Manager to assist in the delivery of branded documents, signage and artwork required for events.
- During the delivery of events, act as an extension of the Events Manager as required.
- During weddings, act as Maitre d' and oversee the guest experience during food service.
- Seek out networks of external volunteers to help support the delivery of events at the Zoo.
- As and when required support the Events Manager by attending client meetings.
- The primary focus of your role is to support the Events Manager as required; however, you may be required to fill in for other tasks across the whole department to relieve or back-up staff during peak periods or when short staffed.

Employment criteria

Our ideal candidate will:

- Have experience of working within the hospitality sector in relation to events delivery.
- Be able to demonstrate experience in the delivery of excellent standards of customer care and service.
- Possess excellent interpersonal skills to build close working relationships with customers, colleagues and suppliers.
- Have proven effective organisational skills.
- Have good skills in computer literacy and a proficient working knowledge of Microsoft office 365 and other software.
- Be able to work flexible hours including evenings, weekends and holidays.

It would also help if you have:

- Knowledge and experience of developing and costing events and menus.
- Previous supervisory experience in the hospitality sector.
- Hold a Food Hygiene certificate.
- Have experience of working in a Zoo setting or as part of an organisation with strong ethical focus, charity connection or educational elements.