



# Zion Programme Co-Ordinator Job Description

**Reports to:** Centre Manager

**Responsible for:** Event Manager

## Job purpose

- Create a safe space for community members to meet and thrive.
- Deliver a diverse, creative and exciting programme of events that will ensure Zion is at the heart of the community.
- Work closely with the Centre Manager, Cafe Team, Events Manager and Bar Team to run a successful programme of events to optimise profit whilst remaining consistent with the community focus.
- Deliver excellent customer service in order to maintain and improve the overall customer experience.
- Have a positive attitude which resonates throughout the team.

## Main duties and responsibilities

### Event programming

- Develop, manage and coordinate Zion's programme of events and bookings including community events, ticketed events, weddings, private hires, and office and meeting spaces.
- Ensure events reach a wide spectrum of participants and audience members, bringing creative fresh ideas to help diversify income streams.
- Liaise with external suppliers/facilitators to run events, managing contracts and costs.
- Work closely with the Events Manager on costs, capacity, ticket sales, contingency plans and handovers for upcoming events and bookings.
- Work with the Centre Manager to research and access relevant funding opportunities to support Zion's events programme. For successful bids, carrying out relevant work and following up with monitoring and evaluation.
- Gathering feedback and using data to assess performance of events, and working with the Zion Team to implement improvements and changes.
- Leading and working events as needed. This may include community groups, kids activities, weddings, checking tickets on the door, setting up the room, and bar work.

- Working with the Events Manager to ensure health and safety requirements are met for all events and activities including risk assessments and risk management.

## Marketing

- Development of marketing and promotion for events and hires, finding creative ways to increase reach to a wide-ranging audience.
- Design and deliver a regular printed programme 3 times a year using InDesign and coordinating volunteers to deliver to the local area.
- Manage and design the Zion website and social media platforms, and their associated communications plans.
- Creating promotional materials such as posters and flyers.
- Developing and managing the newsletter for events and communications to shareholders and stakeholders.
- Ensure Zion continues to promote all events and activities to a broad range of audience members and gather community input for events.
- Building upon local partnerships Zion has to increase outreach and better offering of activities.

## Operations

- Writing a monthly board report, attending monthly board meetings and minute taking every other month.
- Keyholder and guardian of the building in order to open and close up when needed.
- Raising invoices and chasing payments where necessary.
- Covering for the cafe during busy times, sickness or holidays.

## Standards

- Demonstrate the values of Zion at all times, and to cross-promote our other services and events.
- Maintain and adhere to all health and safety, alcohol licensing, first aid, risk assessments and fire guidelines, required training and reporting any incidents including safeguarding issues.
- Work within the policies and procedures to ensure exceptional standards of health and safety, cleanliness, quality and availability of food and drink, and record keeping.
- Complete relevant paperwork including cleaning schedule, stock sheets, daily/weekly checklists etc.

## Customer service

- Provide excellent customer service and have a caring attitude towards customers so that they feel valued and welcome creating an inviting atmosphere for customers.
- Build relationships with customers and ensure that they receive a

consistently high standard of customer service.

## General

- Lead by example and encourage and motivate the team.
- Be punctual, polite, approachable and helpful.
- Show enthusiasm and promote positivity.
- Be flexible to support the needs of the business.
- Undertake relevant training when necessary.

## Expected outcomes

- Smooth running of events and bookings that optimise profit whilst remaining consistent with the community focus.
- Secure management of the building during required shifts.
- A welcome safe space for visitors to the venue.
- Clean and efficient workplace.

It is in the nature of the work at Zion Community Space that tasks and responsibilities are in many circumstances unpredictable and varied, therefore, this job description is not an exhaustive list of duties and responsibilities but is intended to reflect a range of duties the post-holder will perform in line with the remuneration. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.