



Job Description and Person Specification

Events & Venue Manager

camphill
village
trust

Taurus Crafts, The Old Park, Lydney
Gloucestershire. GL15 6BU

Would you enjoy working in a beautiful location in the Forest of Dean, within our Events Team?

Job Title: Events & Venue Manager

Location: Taurus Crafts, Lydney, Gloucestershire. GL15 6BU

Purpose: Camphill Village Trust is a National Charity providing Supported Living, Green Care and Educational support opportunities to adults with learning disability, autism and other mental health challenges.

The Charity creates real time work and training experiences within a safe and supportive environment.

Taurus Crafts is one of the Charity's service centres providing a range of education, retail and hospitality opportunities. It has become a popular visitors' centre in the Forest of Dean.

The Centre has a target to become financially self-sustaining. To make sure that both the right experiences are planned and the right events to support footfall and financial returns are achieved, we require a competent and hands-on individual to oversee and organise events and venues that will make an impact to a target audience and deliver a budgeted return on investment.

You will be an experienced event person with a "can-do" attitude who will assist Camphill Village Trust host events that enhance our reputation as a leading regional destination centre, improve customer loyalty, and deliver on increased footfall and revenue objectives.

You will be required to support some national events or important activities in other regions as and when required.

The successful candidate will work within a mixed abilities team, and, as with all team players, will be encouraged to provide mentorship and support to Severnside Skills academy trainees who are fulfilling their relevant work experience modules.

Salary: £23,500 - £25,000 per year

Hours: 37.5 Hours per week (Sunday-Monday shift rotation. Weekends & Bank Holidays availability)



We have many functions and events throughout the year hosting markets where we sell products made by the people we support. Ranging from crafts, food, cards and jewellery. And at Christmas host our popular Markets selling beautiful handmade baubles, wreaths and a great selection of gifts.

Do you want to be part of a successful and innovative events team?

Do you have a passion for events and engaging with visitors?

We have an opening for you to join us as an Events & Venue Manager at Taurus Crafts. If the following appeals, we'd love to hear from you:

- You'll have great time management skills and the ability to work under pressure to ensure the efficient running of an event.
- You'll have sales and marketing skills to be able to successfully promote events and attract sponsorship.
- You'll have excellent attention to detail and organisational skills, the ability to multi-task and to create event proposals which will fit the needs of our clients, to deadlines.
- You'll have a flexible, target driven & proactive approach.
- You'll have great interpersonal skills.
- You'll have the ability to manage a budget.
- You'll be self-motivated and have great enthusiasm towards the role.
- But above all, you'll enjoy having fun in a busy environment, working alongside a dedicated team.



What are the main responsibilities of this role?

- Manage the events and venues team in providing a consistent and high-quality service.
- Produce detailed proposals for events (including timelines, venues, suppliers, legal obligations, staffing, expenditure budgets and income targets).
- Plan event from start to finish according to requirements, target audience and objectives.
- Manage all pre-event planning, organising guest speakers and delegate packs.
- Coordinate suppliers, handle client queries and troubleshoot on the day of the event to ensure that all runs smoothly and to budget.
- Ability to delegate to an events team - both employed and external contractors (event coordinators, caterers etc.)
- Publicise and promote events with local print and social media tactical campaigns.
- Organise facilities for car parking, traffic control, security, first aid, hospitality and the media.
- Make sure that insurance, legal, health and safety and permit obligations are followed.
- Oversee the dismantling and removal of the event and clear the venue efficiently.
- Research opportunities for new clients and events.
- Carry out and ensure all aspects of health and safety for events, including risk assessments, are undertaken and implemented.
- Developing event feedback surveys.
- Regional coordination of Trust venues across Gloucestershire; assist Grange and Oaklands Park communities with organising and staging events and activities.

- Contribute to the planning and staging of events across the Trust on an ad hoc basis.
- Produce post-event evaluation to inform future events including detailed analysis of event success measured in footfall and revenue.
- Achieving annual revenue targets and taking remedial action when necessary.

Role requirements:

- Ability to work with a mixed abilities team, including mentorship and training of Severnside Skills academy trainees fulfilling their work experience modules.
- Related qualification or at least 2 years industry experience is essential.
- Proven experience as event manager or event co-ordinator.
- Knowledge of KPIs and tactical promotions for event management.
- Computer savvy; proficient in MS Office.
- Outstanding communication and negotiation ability.
- Excellent organizational skills & multi tasker.
- A knack for problem-solving.
- Customer-service orientation.
- A team player with leadership skills.
- Full UK Driving Licence with no more than 3 points.

Competencies

Respecting and Understanding Others

- Work in a way consistent with the 'Great interactions' policy.
- Value others as individuals, treating them with respect and dignity.
- Treat others equitably and consistently.
- Understand issues from others' viewpoints and builds an atmosphere of trust and openness.
- React to others in a non-judgemental way, tailoring the approach depending on the individual.

Working With & Developing Others

- Have a clear belief in the capacity of self and others to succeed.
- Provide others with support, assistance and guidance to develop and improve their capabilities.
- Continuously develop and learn by actively seeking feedback and development opportunities.
- Motivate Practitioners and other colleagues, acts as a mentor and role model.
- Work well with others and assists colleagues when they need support.
- Promote best practice within the team.

Influential communication

- Use a variety of methods and tailors style to communicate with others in a clear and positive.
- way, that has meaning for them.



- Understand the importance of listening and sensing when communicating with others, and that this attentiveness needs to be felt by the other person.
- Use own passion, enthusiasm and appropriate humour to influence others.
- Act as a role model/advocate for people who use services and colleagues and mediator.
- Willing to challenge negative or less effective behaviours to improve the practice.

Problem Solving & Decision Making

- Is able to collect, evaluate and interpret information, quick grasp of relevant issues.
- Explore alternative ways of resolving problems.
- Make timely and appropriate decisions, involving the right people in decision making.
- Is aware of how the decisions made will affect both the short term and long term situations.
- Is willing to take difficult, unpopular but necessary decisions to improve the practice.

Adaptability & Openness

- Is open to personal learning and development.
- Is open to change and new developments.
- Can deal with new and unfamiliar situations.
- Adopts a flexible and adaptable approach to work.
- Works independently and without supervision.
- Is resilient and copes well in emergencies.

Conscientiousness

- Completes work to high standards and with the best interests of people we support in mind.
- Looks for ways of improving and maintaining quality of the practice and service provision.
- Works in a conscientious and diligent manner.
- Is able to plan, organise and prioritise.
- Has a consistent and orderly approach to work.
- Is able to think ahead, evaluate risks and develop contingencies when planning.



At Taurus Crafts, people we support are involved in all aspects of our award-winning centre. Trainees serve in our shops and develop their hospitality skills in every area of our café. Our beautiful, artisan gifts and imaginatively designed cards are made by people with learning disabilities as is the crockery we use in our café, which is hand-thrown in our pottery at our nearby Grange Community.

What do we offer you?

In addition to a competitive salary, our benefits include:

- 25 days annual leave plus statutory bank holidays (pro rata and accrued according to number of shifts worked)
- Once you join us, you'll be eligible to benefit from "Charity Discounts" where you can enjoy reductions from lots of differing retailers and service providers.
- Employee assistance scheme that is also available to your immediate family.
- Free on-site parking.
- Pension Scheme: we contribute to a pension scheme along with your personal contributions.
- Death in Service benefits: payments made to your beneficiaries should the unthinkable happen.

All our employees require a DBS criminal record check. We will do this for you.

We reserve the right to close this vacancy early if we receive a sufficient number of applications.

About the charity

Camphill Village Trust is an award-winning national charity supporting adults with learning and other disabilities. We provide housing, care and support, and day opportunities across our nine communities in England. We enable people to lead safe, healthy, happy lives and to be active citizens.

Our vision

To see more people with learning and other disabilities lead a life of opportunity

Our mission

To empower the people we support to lead more connected and fulfilled lives and make informed life choices



Work is an important part of adult life.

A work experience placement with us offers a range of vocational pathways in a working environment to give the opportunity to learn new skills. These include customer service, hospitality, retail and site maintenance.

It will; increase confidence and self-awareness, build essential transferable skills and give a taste of real working environments.

A LIFE OF OPPORTUNITY
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