

# MOUNTVIEW

## Job Description

<b>JOB TITLE:</b>	<b>Sales &amp; Events Coordinator</b>
<b>RESPONSIBLE TO:</b>	<b>Senior Sales &amp; Events Manager</b>
<b>WORKS CLOSELY WITH:</b>	<b>Facilities &amp; Operations Team Finance Team Duty Management Team Welcome Team Scheduling &amp; Planning Manager</b>

### ABOUT MOUNTVIEW

Mountview trains students differently. One of the UK's leading drama schools, we develop actors and practitioners who will become the future of the creative industries. Through innovative practice, new approaches to working and close relationships with industry, we cultivate graduates who are independent, generous and actively connected to the issues of the day.

The arts can enrich and change lives. We are passionate about dismantling barriers to the arts and engaging with communities in Peckham and beyond. Every year we share our space, expertise and resources, opening up access to the dramatic arts for all ages and abilities, while simultaneously learning from and collaborating with the vibrant cultural ecology on our doorstep.

Today's students join a constellation of graduates making their mark on the profession. Actors Grace Hodgett Young (*Sunset Boulevard*), Ben Joyce (*Back to the Future*), Louisa Harland (*Derry Girls*), Artistic Director Rachel Bagshaw (Unicorn Theatre), Musical Director Sean Green (*Get Up, Stand Up!*), Olivier Award-winning actor Giles Terera (*Hamilton*) and actor Eddie Marsan are just a few of our notable alumni.

### MAIN PURPOSE OF POSITION

The Sales & Events Coordinator is a key member of Mountview's Commercial Sales & Events team. Responsible for generating income for Mountview, the Sales & Events team make a valuable contribution to the charity by driving sales, developing our networks, and building relationships with the clients, companies and artists who use our meeting, event, office, theatre and rehearsal spaces.

Every week we welcome a range of clients including commercial and subsidised theatre companies; film, TV and media companies; conference and event organisers, and community and not-for-profit groups. This is a great opportunity for an organised and proactive individual to join a busy working venue in the heart of Peckham, assisting with enquiries and bookings, and the planning and management of events up to and on the day.

### KEY RESPONSIBILITIES

#### Enquiries & Bookings

- Act as first point of contact for the Sales & Events team, responding to incoming calls and emails in a clear, accurate and professional manner.

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- Provide client quotes and manage bookings for studios, theatres, meeting rooms and practice rooms, ensuring clients are dealt with promptly and professionally.
- Give venue tours to potential hirers, answering their queries and upselling the venue and its associated in-house services.
- Build relationships with new and existing clients, in order to obtain repeat business and maximise sales opportunities.
- Create and maintain a database of enquirers, pulling reports and analysis as needed.

## Event Planning & Delivery

- Establish operational requirements for hires and events, including furniture, technical services, equipment, catering and staffing, liaising with internal departments to facilitate requests.
- Ensure that all booking information and requirements are updated on ASIMUT (Mountview's event management system) and on finance systems.
- Complete event briefing forms in advance of a hire or event, and brief Duty Management and Welcome Teams as needed.
- Ensure that Risk Assessment forms are completed where relevant.
- Assist in planning and running events for Mountview and third party clients, including coordinating catering and managing event staff as required.
- Where necessary, provide on-the-ground event support.

## Administration

- Keep the Sales & Events finance tracker up to date.
- Work with the Finance team to raise invoices and manage deposits and payments.
- Support the team with financial reconciliation, reporting and debtors' processes.
- Issue venue hire contracts and invoices to clients.
- Conduct fortnightly chasing and cleansing of the room bookings system.
- Provide regular reports and analysis on business and progress against targets.

## Other

- Hold responsibility for keeping the hires pages on the website up to date.
- Undertake marketing and communications activity designed to promote the department's services.
- Build credibility and good working relationships with colleagues across Mountview.
- Act as an ambassador for Mountview, providing the highest levels of customer service.
- Any other duties as may be reasonably required.

## PERSON SPECIFICATION

### Essential

- Excellent time management and organisational skills, with the ability to multitask, prioritise and problem-solve.
- Excellent written and verbal communication skills, including confident telephone manner.
- Ability to self-motivate, use own initiative and maintain meticulous attention to detail.
- Excellent team working and interpersonal skills, with the ability to build effective relationships with a wide range of people.
- Resilient, able to work calmly under pressure in a target-driven environment.

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- IT-literate and proficient in using Microsoft Office, Outlook and OneDrive.
- Positive, proactive and professional attitude.
- Flexible and adaptable approach to day-to-day workload.

## Desirable

- Demonstrable administrative experience, ideally in an arts and/or higher education setting.
- Proven event management experience, ideally in a venue or arts setting.
- Experience working in a busy office or venue, and managing a complex and varied workload.
- Good understanding of financial reporting.

## ADDITIONAL INFORMATION

The post holder must at all times carry out their responsibilities with due regard to Mountview's policy and commitment to Equal Opportunities.

The post holder must accept responsibility for ensuring that Mountview's policies and procedures relating to Health and Safety in the workplace are adhered to at all times.

The post holder must respect the confidentiality of data stored electronically and by other means in keeping with the Data Protection Act and General Data Protection Regulation (GDPR) 2018, and must abide by any related policies and procedures.

This post is based at Mountview's premises in Peckham, London SE15. The post holder is expected to work predominantly on site, with occasional remote working depending on operational requirements.

Mountview reserves the right to require the post holder to work at such other place of business within Greater London as the organisation may require, or work from their own home for online delivery when necessary.

This job description is a guide to the nature of the work required. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and line manager as operationally required.

## TERMS AND CONDITIONS

**Salary:** Circa £29K per annum, depending on experience.

**Contract:** Permanent.

**Hours:** 40 per week, normally 9am to 6pm Monday to Friday, with a 1 hour unpaid break each day, although the post will require some evening, weekend and early morning working. Additional hours may be required, as agreed with the post holder and determined by the needs of the business.

**Holiday:** 28 days in the first year, including bank holidays, rising with length of service thereafter.

## CLOSING DATE

The closing date for completed applications is Thursday 9 May.

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## HOW TO APPLY

Please send **your current CV** with a **covering letter** and a completed **equal opportunities monitoring form** to Alistair Owen, People & Culture Manager, at [alistairowen@mountview.org.uk](mailto:alistairowen@mountview.org.uk).

All applications will be acknowledged. Late applications will not be considered.

Mountview is committed to diversity and is an equal opportunities employer. We actively encourage applicants from under-represented backgrounds and value the positive impact that difference has on our institution.