



ROYAL EXCHANGE THEATRE

JOB DESCRIPTION

ROLE: Events Coordinator

SALARY: £28,000 per annum

CONTRACT: Permanent

HOURS: 35 hours per week

RESPONSIBLE TO: Head of Commercial, Hospitality and Events

JOB SUMMARY

We are seeking a commercially minded and proactive Events Coordinator to work alongside the Head of Commercial, Hospitality and Events in driving the sales, coordination and delivery of the Royal Exchange Theatre's venue hire and events.

Acting as the first point of contact for venue hire enquiries, the Events Coordinator will be responsible for managing the customer journey from initial enquiry through to event delivery and post-event follow-up. The role will focus on converting enquires into bookings, building strong client relationships and ensuring events are delivered to an exceptional standard.

Working closely with colleagues across the Theatre, the Events Coordinator will play a key role in maximising commercial opportunities, supporting income generation targets and promoting the Royal Exchange Theatre as a leading venue for events in Manchester.

KEY RESPONSIBILITIES

Sales & Business Development

- Act as the primary point of contact for venue hire enquiries, delivering a professional and responsive sales experience.
- Proactively manage and convert venue hire enquires into confirmed bookings.
- Prepare bespoke proposals, quotations and contracts tailored to client requirements working closely with the Events & Hospitality Manager.
- Build and maintain strong relationships with clients, event agencies, corporate partners and suppliers.
- Identify opportunities to maximise revenue through catering, hospitality and additional event services.
- Support initiatives to generate new business and increase venue hire income.
- Conduct post-event follow-up to encourage repeat bookings and long-term client relationships.
- Maintain an accurate sales pipeline and contribute to regular sales reporting and forecasting.

Event Delivery

- Coordinate and oversee venue hires and commercial events from confirmation through to successful delivery.

- Ensure all client requirements are captured, communicated and delivered to a high standard.
- Act as the lead contact for clients throughout the planning and delivery process.
- Coordinate event staffing, suppliers and operational requirements.
- Support the delivery of internal Theatre events as required.
- Raise invoices and maintain accurate financial records relating to events activity.

Planning & Administration

- Manage event schedules, venue availability and planning timelines.
- Ensure all event documentation, contracts, risk assessments and operational paperwork are completed and maintained.
- Maintain accurate information within YesPlan, for external hires and spot opportunities to open hireable space across the Theatre.
- Produce event function sheets and communicate requirements effectively across departments.
- Work with the Marketing team to promote venue hire opportunities and increase awareness of Theatre spaces.

PERSON SPECIFICATION

Required Skills and Experience

- Minimum of one-year sales, and operational experience within the events industry.
- Excellent organisational and time management skills with the ability to prioritise workload effectively.
- Strong communication and relationship management skills.
- Experience coordinating staffing schedules and rota planning.
- Knowledge of health & safety and food safety requirements.
- Strong administrative and IT skills including Microsoft Office, Outlook and Excel
- A commitments and ability to working the hours required to fulfil the role including early mornings, evenings and weekends.

Core Skills and Experience

- Relevant operational experience within events, hospitality or commercial environments.
- Business and customer focused outlook with the ability to identify opportunities and deliver results.
- Experience supporting the delivery of events and hires activity.
- A methodical planner with excellent attention to detail.
- Flexible and adaptable approach to work.
- Experience of rota development and staffing schedules.
- Excellent organisational and diary management skills.

Desired Skills and Experience

- YesPlan experience
- First Aid certificate

- Experience working in/delivering events in an historic or unique building.
- Interest in live performance and theatre-making.
- Industry and Greater Manchester links.
- People management and development skills.

RESPONSIBILITIES OF ALL TEAM MEMBERS

- Be aware of other teams' work, to help achieve RET's aims. Work well with colleagues across the organisation.
- Engage with projects and events led by other teams (such as fundraising events).
- Work to the Equality and Diversity policy of the RET and help to achieve the theatre's diversity action plan.
- Have an awareness of, and comply with, Health and Safety at Work and work to RET's Health and Safety Policy.
- Work to other guidelines, procedures and policies provided by the company.
- Take part in working groups and training sessions as required.
- Take part in ongoing evaluation and reflection of our work.
- As required, attend art and script meetings, as an engaged member of the team.
- Support RET's sustainability aims.
- Develop learning around different cultures and be conscious of the barriers people face coming to the theatre. Aim to provide a considered experience for all RET visitors.