

## **Two Temple Place, Deputy Head of Events**

### **Reporting to: Head of Events**

The position of Deputy Head of Events at Two Temple Place supports and contributes integrally to the continued success of the commercial hire team. The role includes delivery of events, maximising income, providing impeccable client service for all our bespoke high end events and financial reconciliation of supplier commissions. The postholder demonstrates sympathetic and firm client management, and is consistently mindful of the Bulldog Trust's charitable objectives, helping us to balance income-generating use of the building with our philanthropic activities. including filming, private and commercial hires.

### **Main responsibilities:**

- Ensure strong conversion rates in client sales, from initial enquiry through site visits, negotiating and contracting, and overseeing liaison with clients all the way to full event management and execution, final settlement, financial reporting and evaluation.
- Support the Head of Events with the training and integration of junior team members, as well as on going management of core freelance staff including security personnel and House Managers.
- Upholding Bulldog Trust and Two Temple Place values and ensuring that best practice and guidance are followed at all times, escalating issues to the Head of Events or Director when required.
- Manage our supplier commissions process, ensuring timely invoicing and accurate reporting after each event. Maintain strong supplier management skills and timely follow up when issues are identified.
- Deputise for Head of Events at industry and membership events when needed.
- Demonstrate clear commitment to achieving the highest standards of customer service and event delivery by demonstrating professionalism and efficiency in a collaborative and focussed working environment.
- Strategic input with the Head of Events regarding marketing activities, showcase opportunities and business development initiatives to help widen the reach and success of commercial opportunities.
- Support and maintain an overview of operational compliance, ensuring rigorous H&S procedures and risk assessments, reviewing statutory and licensing changes and analysing best practice;
- Implementation of a robust CRM framework using Two Temple Place's database to record client notes, financials and produce analytics through customised reporting.
- Stay abreast of and benchmark industry standards, horizon-scanning for new developments, suppliers, pricing changes, trends and building strong industry networks.
- Undertake any other activities reasonably expected for the wider good of the Bulldog Trust's activities.

The post-holder is expected to be creative and responsive to the changing needs of the job, as well as to work flexible hours dependent on event bookings and the needs of the organisation.

Due to the seniority of the role, we require a minimum of 7 years events ops and sales experience within a similar historic or cultural setting.

**Working hours** – 37.5hr a week with evening and weekend work required throughout the year. TOIL will be offered to cover additional hours worked.

**Salary** - £40,000 full time, permanent contract.

**Holiday** – 25 days plus bank holidays. There is a discretionary Christmas closure of the building which is in addition to the annual leave/bank holiday allowance.

**Working style** – predominantly office based at Two Temple Place. Flexible working will be considered can be discussed on a case-by-case basis dependant on business needs.

**How to apply** – Please submit a covering letter outlining why you would like to be considered as well as your CV and completed Equal Opportunities form (available on our website) to [community@twotempleplace.org](mailto:community@twotempleplace.org)

**Closing date** – Monday 15<sup>th</sup> April at 9am.

**Equal Opportunities** - Two Temple Place welcomes applications from the widest possible range of people and is keen to encourage interest from candidates from communities that are currently underrepresented in the industry. All candidates who identify as disabled and demonstrate that they meet the role requirements will be invited for an interview, in line with the Equalities Act 2010. As a historic building, there is a short flight of stone steps leading up to the entrance, with wheelchair access gained via a stair climber.