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| Job Title | Venue Coordinator |
| Reporting to | Lead Venue Coordinator |
| Location | The Hawthorns Stadium |
| Line Management Responsibility | None |
| Main Purpose | As the Venue Coordinator, your primary responsibility will be the organisation and execution of all non-match-day events. You will be responsible for the planning process of non-match day events, ensuring that every event is delivered seamlessly, with prime focuses ensuring that all event details such as itineraries, catering, AV requirements, and client objectives. Your goal is to fully understand and capture each client’s needs to help them achieve the desired outcomes of their events.  A key element of the role involves proactive account management. You'll be expected to build and maintain strong, long-term relationships with clients, working closely and professionally with our internal event managers. We are committed to delivering exceptional customer experience and take pride in offering flexible, responsive service with a solutions-focused mindset.  Additionally, you will manage a variety of administrative responsibilities, including liaising with third-party suppliers, coordinating internal communications and meetings, and ensuring the accuracy of our Events Diary and costings.  You’ll work closely with the Catering Operations Team, balancing event planning and on-the-ground operational support as needed, contributing to the overall success of our Events and Venue Operations. |
| Working Hours | 22.5 per week which may include evenings, weekends and bank holidays as required and in line with business needs. |

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| DUTIES & RESPONSIBILITIES | | |
| Your main responsibilities for this role include, but are not limited to the following:   * Demonstrate a strong customer focus with a proactive, “can-do” attitude, consistently going the extra mile to exceed client expectations. * Manage and coordinate events from the point of contract, ensuring all details are clearly understood and executed. * Lead and support your team, upholding club standards and ensuring deadlines are met across all aspects of event delivery. * Receiving incoming calls, handling and following up effectively. * Organise and confirm all additional services requested by clients, ensuring they are booked within the necessary timeframes. * Representing West Bromwich Albion FC at Events, and Exhibitions. * Prepare comprehensive, accurate, and well-presented function sheets by the required deadlines, providing a clear and complete overview of each event for the wider Operations Team. * Collaborate effectively with the Venue team while maintaining close client relationships, offering expert guidance to ensure each event delivers outstanding experience. * Providing support and assistance to the Sales team as and when necessary. * Provide hands-on support during events, including Duty Management responsibilities when required. * Communicate any last-minute changes or cancellations to the Operations Team and relevant departments in a timely and efficient manner. * Maintain a strong understanding of the venue’s facilities and capabilities to best advise clients and support event planning. * Coordinate all internal venue bookings on behalf of Club personnel, ensuring availability and accuracy. * Ensure all systems and databases are consistently updated and well-maintained, contributing to accurate reporting and data integrity. * Advise clients clearly and professionally on the Venue’s terms and conditions to ensure full transparency and understanding. * To contribute positively to the Clubs vision and culture * To promote and adhere to the Equality, Diversity and Inclusion Policy and to work consistently to embed ED&I into everything. * To ensure the working environment is free from harassment and discrimination and any other form of unacceptable behaviour. * To fully participate in one-to-ones and departmental reviews and meetings. * To fully participate in annual and mid-term appraisals. * To understand the Club’s Safeguarding policy, procedures and best practice guidelines and use these to ensure appropriate and safe working practices applicable to the role. * To promote and assist with Safeguarding. * To carry out CPD and keep up to date with any training and updates relevant to the role. * To ensure the health & safety within the Club for self and others is adhered to at all times. * To carry out all responsibilities with due regard to the Club values and all policies and procedures, in particular Health & Safety, Equality and Diversity and Safeguarding. * To fully support and participate as requested in the Clubs internal group activities for EDI, sustainability and wellbeing. * To undertake all required training, including mandatory Club Equality and Diversity, Safeguarding and Health and Safety training.   The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned to the employee from time to time; or the scope of the job may change as necessitated by business demands. | | |
| PERSON SPECIFICATION | | |
| Essential Criteria | | **Desirable Criteria** |
| * Experience Working within the Conference & Events environment * Ability to work flexible hours, including nights and weekend. * Highly organised and methodical approach to workload * Confidential and diplomatic * Excellent communication skills both written and verbally * Full driving license * Right to Work in the UK | * Knowledge and experience of the football/sports hospitality industry * Industry/role related education/training qualifications * Experience using Events Management Software | |

**Equality and Diversity**

West Bromwich Albion FC is an equal opportunities employer and is committed to provide equality and fairness for all employees and opposes all forms of unlawful and unfair discrimination and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status or pregnancy and maternity.

West Bromwich Albion Football Club also welcomes applications from suitably qualified members of the armed forces family.

**Applications will only be accepted when received through our online vacancy platform iRecruit:**

[**https://irecruit.efl.com/vacancies**](https://irecruit.efl.com/vacancies)

**Safer Recruitment**

West Bromwich Albion is committed to safeguarding and promoting the welfare of children, young people and adults at risk, therefore expects all staff and volunteers to share this commitment.

WBA’s Safeguarding, Equality and Whistleblowing policies can be accessed here <https://www.wba.co.uk/club/about-us/club-policies>

It is unlawful for the Club to employ anyone who is involved with regulated activity who is barred from doing so and we will carry out rigorous pre-employment checks and screening.

A DBS, References, Qualifications, Proof of Identity and Right Work in the UK checks will be required and carried out for this post.

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| **Signed** | **Name** | **Date** |
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