

The Liberdade Group

(Incorporating Liberdade Community Development Trust and Liberdade Trading Ltd)



Job Description - Events Coordinator (Private and Corporate bookings)

Liberdade (Pronounced li-ber-dar-jie) began in 2003 as an apprenticeship scheme with the aim of enabling 8 people with learning disabilities to set up and run their own physical theatre company. We wanted to show how running an organisation could offer people with learning disabilities choice, and the opportunity to shape the world in which they live.

We are now a disability arts charity (No:1163955) with a strong track record of:

- Enabling people with learning disabilities to lead their own organisation
- Running Gosforth Civic Theatre, a 200 seat independent arts venue that brings people together
- creating high quality physical theatre and film
- delivering best practice arts, and health and wellbeing programmes for people with learning disabilities from across the North East
- developing partnerships and participating in regional and national network organisations that further our work and enable us to share our practice.

www.liberdade.co.uk

www.gosforthcivictheatre.co.uk

Over the years we have refined how and why we work in the way we do, this has led to Liberdade's overarching mission, which is:

To raise everyone's expectations about what people with learning disabilities can achieve.

Liberdade has a soul, it cares for people and pushes them to excel, it always goes above and beyond and doesn't know the meaning of can't. People with learning disabilities come to Liberdade to work, to train others, to expel old misconceptions but mostly to belong.

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Charity registered in England and Wales No: 1163955

We work by using arts and social enterprise as a tool for change, both within our participants and society as a whole. We use the process of performing and being a member of a company as a mechanism for personal and social development.

Our vision is to create a truly inclusive arts venue that breaks down misconceptions of learning disability and demonstrates that learning disabled individuals are able, skilled and valuable members of society.

Benefits of working for Liberdade

As a Liberdade member of staff, you are one of the organisation's most important assets. We want you to love working for us and to feel supported in maintaining a healthy work-life balance and to develop personally and professionally while you're with us to give us your best!

Holiday

All staff are entitled to 30 days per year plus bank holidays (Increasing 1 day per year of service, to a maximum of 35 days)

Time Off in Lieu

While we can't offer additional pay for overtime, when staff working extra hours is essential, we compensate with extra time off, and is intended for resting, recovering and reclaiming personal time lost.

Flexible Working

In order to support staff in maintaining a healthy work-life balance, we offer flexible working including flexitime, which enables staff to manage their own hours. So when you need to finish early or have a lie in, you can.

Food and Drink

While working on site at Gosforth Civic Theatre, staff are allowed a free meal and hot drinks from our lovely café.

Learning and development

The quality of Liberdade's staff is paramount to the organisation's success, and as our activities and ambitions evolve and develop, so too do we need our staff to. Liberdade positively assesses the skills, knowledge and experience of staff regularly and offers all staff in house training, ad hoc full team training, and welcomes requests for other ways that Liberdade might support the learning and development of all staff at all levels.

Job description

Events and Volunteer Coordinator (private and corporate bookings)

Context for the role

At a pivotal moment in Liberdade's history, join us to take our social impact and events delivery to the next level. We have a bold strategy to develop the organisation and Gosforth Civic Theatre over the next three years and you will have an important part to play, developing our commercial income streams and ensuring our social impact is maximised.

As a crucial member of our events team, you will work with new corporate and private clients who are holding their events at Gosforth Civic Theatre. By designing and delivering high quality experiences for everybody involved, you will build on the strong reputation we currently have in the sector. Joining our small and successful team, you will work closely with the Building Manager and Development Manager to further our mission. You are a values-driven, confident and experienced event co-ordinator.

The Role

We're looking for an events coordinator who can plan, deliver and maintain a programme of corporate and private events working with the building manager. The events will include weddings, conferences and parties. You will coordinate staffing ratios and rotas of work for these events as well as being responsible for training and inducting employees who deliver events which will include team members with learning disabilities. Working directly with clients to plan and execute their event whilst being an advocate for the organisation's mission of inclusion and encouraging return business.



Terms

Contract: Permanent

Hours: 38 hours per week (Flexible) (including evenings and weekends)

Holiday entitlement: 30 days per year plus bank holidays (Increasing 1 day per year of service, to a maximum of 35 days)

Salary: £ 20,000 - £22,000 pro rata

Starting: Immediately

Reports to: Building Manager

Place of Work: Gosforth Civic Theatre, NE3 3HD

Job title: Event and Volunteer Co-ordinator

Main duties and responsibilities:

- Working with Development Manager to recruit event team members who have learning disabilities and coordinate their induction understanding different approaches and duration of training and support needs.
- Work with Building manager to rota staff and volunteers, some who have learning disabilities. This will include the coordination of transport to and from Gosforth Civic Theatre for learning disabled volunteers.
- To be present at events, ensuring that event schedule is adhered to, and any obstacles to the delivery are dealt with promptly and professionally including being responsible for the safeguarding of learning-disabled volunteers.
- To respond to enquiries and follow through to confirmation stage, agreeing pricing (within company guidelines) and exchanging contracts, focusing on areas of capacity throughout the year for delivering events particularly in quieter months of the event programme.
- Liaising directly with client in person, on the phone and via email advising on all aspects of event, planning and delivery. Using expertise in the events industry to guide the client through the planning stage.
- To oversee the work by 3rd party suppliers and contractors is delivered in accordance to company guidelines and all relevant documentation has been received prior to any services being carried out.
- Seeking opportunity through the planning stage to add extra value (both embedding people with learning disabilities and financially) to Liberdade through the delivery of the event.

- To complete all necessary documents including event schedules, risk assessments and contracts in the run up to events, ensuring all necessary information is passed to all relevant parties.
- Appropriately brief the events team on what is needed and supports the learning-disabled volunteer before and during the event by providing a buddy from the front of house team.
- Working with our finance team to make sure that all invoicing is carried out promptly and liaising with client to make sure all payment deadlines are met.
- Ensure that the opportunity for feedback to and from learning disabled volunteers is presented after every event.
- Follow up after an event to confirm feedback from every client.
- Build strong relationships with clients and external networks to increase the opportunities for repeat business.
- Assisting the Building Manager, Development Manager and Finance Manager by completing reports on social impact and profit/loss for each event held at Gosforth Civic Theatre.

The support you will get from us

- A full induction including information on Liberdade' history and current work; introductions to all staff that you will work with; training in policies and procedures that are relevant to your role; training in our systems and ways of working as applicable to your role.
- A dedicated point of contact who will ensure you are clear on your role and equipped to do it.
- The tools and equipment you need to do your job
- The support to do your job safely and in a way which protects you physically and your well-being and work/life balance. This includes flexible working options.



| Competencies: | Experience Required? | Assessed by... |
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| Diversity enabler | | |
| Value a diverse community, recognising the value everyone brings and remaining inclusive throughout all interactions. | Essential | Application & interview |
| Recognise all team members' strengths and capabilities, supporting them to be the best that they can be. | Essential | interview |
| Quality standards | | |
| History of event planning and delivery in a high-quality establishment. Experience of delivering an event from initial discussion to completion | Essential | Application |

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| Strong time management and project delivery skills with proven experience in delivering on time Evidence of customer centred sales skills and the ability to add value Excellent IT skills (using Microsoft Office, Google docs) | Essential | Interview & induction |
| Maintain a knowledge of the events market both regionally and nationally to satisfactory level. | Desirable | Interview & induction |
| Provide supporting documents/event briefs to team members as well as taking a continuous improvement approach to feedback and evaluation | Essential | interview |
| Person Centred | | |
| Effectively communicate with colleagues, volunteers and customers using appropriate language, sensitive judgement and self-awareness. | Essential | Application & interview |
| Be able to adapt communication style to meet differing communication needs. | Essential | interview |

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| Builds strong relationships with customers/clients creating trust and confidence that expectations will be met | Essential | interview |
| Work together with team members in a way that demonstrates collaboration to ensure a great customer experience. | Essential | interview |
| Support colleagues from their induction through to independent working making appropriate adjustments for team members who need to take longer to learn a task. | Desirable | interview |
| Recognise and manage risk in line with the organisation's protection of vulnerable adults and safeguarding policy and procedure | Desirable | interview |