

## Events Coordinator – Maternity Cover

### About Great Northern Hotel:

The Great Northern Hotel is a small, independent boutique hotel restored with timeless elegance. For the discerning and cultured guest seeking comfort, quality and recognition. Offering seriously good food and drinks from our bar and restaurant, our team delivers honest, thoughtful hospitality with fun, friendly and natural charm.

The Great Northern Hotel is part of the Marriott Tribute Portfolio collection. These are independent, one-of-a-kind hotels designed for travellers seeking fresh experiences that reflect their own indie spirit.

### Job Summary:

Reporting to the Director of Sales and Marketing, we are seeking a highly motivated and organised Events Coordinator to join our dynamic team on a maternity cover basis. The Events Coordinator will be responsible for planning, organising, and executing a variety of events, ensuring exceptional service and guest satisfaction. This is an exciting opportunity for someone passionate about hospitality and event management to work in a luxurious and vibrant environment.

While this is a 12-month maternity cover role, we encourage our team members to develop transferable skills that can enhance their careers within the hospitality industry. You will have the opportunity to work with various hotel departments, helping you to expand your skill set and enhance your versatility.

We are also supportive of internal mobility and encourage team members to explore potential future opportunities with us, whether that be within The Great Northern Hotel or across the broader Marriott Tribute Portfolio collection. While there is no guarantee of a permanent position at the end of the maternity cover, we are always looking for talented individuals who may be a great fit for future roles.

We are waiting for you so join us and you will get a £500 joining bonus!

### Key Responsibilities:

#### Event Planning and Coordination

- Work closely with clients to understand their event requirements and expectations.
- Assist in the planning and coordination of corporate events, meetings, private functions, weddings, and social gatherings.

- Provide event proposals and ensure all details are captured accurately, including catering, audio-visual requirements, decorations, and accommodations.

#### Client Liaison and Relationship Management

- Serve as the main point of contact for clients before, during, and after events, ensuring smooth communication.
- Manage client relationships by delivering personalised service and addressing any inquiries or concerns promptly.

#### On-Site Event Management:

- Oversee the smooth running of events on the day, coordinating with the hotel team to ensure everything runs according to plan.
- Ensure that event setups are completed on time and to the client's specifications.
- Handle any issues that arise during events to ensure client satisfaction.

#### Collaboration with Hotel Teams:

- Work closely with various departments, including food and beverage, housekeeping, and front desk, to ensure seamless service and operations for all events.
- Assist with the creation of event-related materials such as signage, menus, and agendas.

#### Administrative Duties:

- Maintain accurate event records, including client contracts, invoicing, and feedback.
- Prepare event schedules, reports, and post-event evaluations for the management team.

#### Marketing and Sales Support

- Assist with marketing initiatives and the promotion of the hotel's event services.
- Respond to event inquiries and generate quotes based on client needs.

#### Key Skills and Experience Required:

- Proven experience in event coordination or a similar role within the hospitality industry.
- Excellent communication, organisational and interpersonal skills.
- Ability to handle multiple events and tasks simultaneously, working under pressure to meet deadlines.

- Strong attention to detail and problem-solving skills.
- A proactive and client-focused approach to work.
- Experience working with event management software and other tools e.g., Collins, Outlook, Excel, Opera, Cvent and other 3rd party event platforms.
- A flexible and adaptable attitude.

### Working Hours:

This is a full-time maternity cover position, with flexibility required to meet the needs of events, which may include evenings and weekends.

### What You Will Get in Return:

- £500 joining bonus at completion of probation period
- 28-days of holidays (inclusive of bank holidays)
- Free meals on duty
  - Dry cleaning
  - Workplace Pension Scheme
- Employee Recognition Programme
- Regular social events including our summer and winter parties
- Marriott Worldwide discounted employee/friends and family room rates
- Discounted employee room rates within Kaya Hotels
- 30% discount on Food & Beverage within the hotel's outlet
- Employee Assistance Program, supported by Hospitality Action
  - Monthly staff afternoon tea

In line with the Asylum and Immigration Act 1996, we do require all applicants to have the eligibility to live and work in the United Kingdom. Documentation will be required at interview stage