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JOB DESCRIPTION & PERSON SPECIFICATION

Job Description

KEY INFORMATION

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| **Role Title** | Events Coordinator |
| **Reports to** | Customer Experience Managers |
| **Responsible for** | Event staff |
| **Hours** | Full-time, 40hpw |
| **Contract** | Permanent |
| **Salary** | £26,000-£28,000 (depending on experience) |
| **Annual Leave** | 33 days per annum, inclusive of Public bank holidays |
| **Location** | G Live, Guildford, with occasional travel |

ABOUT TRAFALGAR ENTERTAINMENT (TE)

Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is a premium international live entertainment business focussed on new productions, venue ownership, Performing Arts education, theatre ticketing, the distribution of live-streaming innovative content and the provision of great theatres where people can come together to share in the experience of live entertainment. TE is home to Trafalgar Theatres, The Chiswick Cinema, Trafalgar Theatre Productions, Trafalgar Releasing, Trafalgar Tickets, Stagecoach Performing Arts, Drama Kids/Helen O’Grady Drama Academy, ticketing company London Theatre Direct, Stagedoor, Jonathan Church Theatre Productions, and Imagine Theatre.

ABOUT TRAFALGAR THEATRES

Trafalgar Theatres is the venue-operating division of TE. We currently operate **21** venues; including 14 in the UK regions; the Trafalgar Theatre in London’s West End and the Theatre Royal in Sydney. We’re growing fast, we’re confident in what we do, and we’re ambitious about the future. There’s never been a better time to get onboard.

We are passionate about entertainment, audiences, and the live experience and we value **Creativity, Collaboration, Excellence** and **Respect.**

ABOUT THIS ROLE

The post holder will support the coordination and delivery of hospitality, conference, and private events at G Live. Working closely with the Customer Experience Manager – Hospitality, the Event Coordinator will help ensure events run smoothly, assisting with planning logistics, room setups, customer communications, and onsite coordination. This role plays a vital part in providing an excellent visitor experience and helping position G Live as a key venue for community and corporate events in Surrey and beyond. The post holder will work with colleagues to create and deliver attractive events and cement G Live at the heart of corporate and community events within Surrey and its surrounding areas.

This is an operational, hands-on post which will also act as a duty manager as required.

ABOUT YOU

You’ll be an enthusiastic and proactive team player with a passion for live events and customer service. Ideally, you have experience working in venues or hospitality settings and are keen to grow your skills in event delivery. Organised and flexible, you’re confident working both independently and as part of a team, and you thrive in fast-paced environments. You enjoy collaborating with others and take pride in helping to deliver memorable customer experiences.

JOB ROLE – EVENTS COORDINATOR

KEY RESPONSIBILITIES

* Support the planning and coordination of events, including setting up spaces, preparing event materials, and liaising with internal teams to ensure all event details are clear and accurate.
* Assist in the delivery of events, ensuring everything runs smoothly on the day, and that customer needs are met promptly and professionally.
* Collaborate with technical, kitchen, and front-of-house teams to ensure seamless operations during events.
* Support showrounds and venue tours with potential clients when required, acting as an informed and enthusiastic representative of G Live.
* Liaise with the Customer Experience Manager – Hospitality to ensure all event documentation, from contracts to post-event feedback, is accurately recorded and actioned.
* Act as Duty Manager for the building as required, including evenings and weekends, ensuring excellent customer care and operational delivery.
* Assist with managing hospitality stock including glassware, crockery, and other event-related equipment.
* Champion accessibility and inclusivity by supporting efforts to ensure all events are welcoming and accessible to all guests.
* Support marketing initiatives for events in partnership with the Venue Marketing Executive, including networking or attending promotional events when requested.
* Ensure compliance with health and safety, licensing, and food hygiene regulations in line with training and under supervision.
* Contribute to sustainability initiatives, helping embed environmentally responsible practices across the events process.
* Undertake training and development as required to support personal growth and role progression.

This Job Description is not an exhaustive description of your duties.  You will be required to adopt a flexible approach to your role and responsibilities. From time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience, and capabilities.

PERFORMANCE MEASURES

* Positive feedback from clients and guests following events.
* Smooth execution of event logistics and coordination tasks.
* Proactive support of the Customer Experience Manager – Hospitality.
* Contribution to team collaboration and a positive working culture.
* Accurate administration and adherence to compliance procedures.

Trafalgar Entertainment is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We are curious, courageous, and ambitious, empowering people to challenge and innovate in pursuit of excellence.