



**CAMBRIDGE
LIVE**

**RECRUITMENT PACK INFORMATION
CITY EVENTS COORDINATOR**

November 2018

Welcome to Cambridge Live

1. Background Information

About Cambridge Live

We are a charity set up to act as a catalyst for inspiring cultural experiences that everyone can be part of.

Our vision is for all Cambridge lives to be enriched by creative experiences.

We currently reach over 300,000 people each year who engage in our activities which include:

- Cambridge Corn Exchange: the largest regional arts venue with a max capacity of 1738 and annual performances of more than 220 events across many genres including rock, pop, comedy, dance, and more.
- The Guildhall public venue which currently host over 150 diverse events attracting 35,000 visitors through promotions and hires.
- Cambridge Folk Festival which celebrated its 50th birthday in 2014 with a capacity of 14,000 and over 250 performances, workshops and events over the weekend, widely acknowledged as a leading world folk festival.
- Cambridge City Events – a programme of free public and community events that reach over 60,000 people, funded by Cambridge City Council to include Midsummer Fair, The Big Weekend, Bonfire Night, Jazz and Brass in the Parks and the Mayor's Day Out.

To see more of the programme go to www.cambridgelivetrust.co.uk

City Events

<https://www.cambridgelivetrust.co.uk/city-events>

Midsummer Fair: June

This funfair and travelling market is a chartered event in the city's calendar and has been taking place since the 1200s. The events sees a large travelling market and fairgrounds rides and food concessions from a variety of showmen promoters brought together on the Midsummer Common in Cambridge.

The Big Weekend: July

This free community event takes place over a weekend in early July on Parker's Piece in central Cambridge. The event sees a programme of professional music and dance performance alongside a community programme on a variety of stages, marquees and outdoor locations including sports, fireworks, comedy, cabaret, food, dance, an Asian Mela, contemporary and world music, storytelling, youth arts, visual art, technology, museum engagement and more.

Jazz & Brass in the Parks: various dates June – September

These concerts are free open air performances on a variety of green open spaces in the city on Sundays between June and September, performed by local jazz and brass bands with audiences of 500 per concert approx.

The Mayor's Day Out: August

This is a ticketed trip for approx. 700 senior citizens promoted by the Mayor of Cambridge that sees them enjoy a day at Great Yarmouth including coach travel, a pier performance and a chance to chat to local Councillors.

5th November Fireworks: November

This is a free community event on Midsummer Common featuring a traditional bonfire, large scale fireworks display, food stalls and a funfair. It is attended by 20-25,000 people.

2. Job Description

Cambridge Live Job Description: City Events Coordinator

JOB PURPOSE:

The City Events Coordinator will be responsible for ensuring the smooth administration of the community events programme to make sure that advance preparation leads to a great live event.

Working closely alongside the project manager for the events, the City Events Manager, the post holder will support the administration, organisation, management and delivery of the City Events programme which will include aspects such as arranging temporary staffing, recruiting caterers and traders for events, setting up office systems and procedures, handling correspondence, issuing contracts and procurement management of orders and invoices.

Alongside coordinating the advance office activities of event planning the post holder will translate those systems into a live environment on site at events.

The post holder needs to have excellent organisation skills and be an efficient office manager whilst having the hands-on, practical attitude to work effectively at live events with a considerable reputation. You will need to be an excellent team player, with great communication skills to work with a wide range of people, able to work independently in a small charitable organisation.

Contract type: Permanent.

Reports to: City Events Manager

Direct Reports: Ad-hoc opportunities to supervise temporary staff and volunteers.

Salary: £21,000 p.a.

Terms & Conditions: The post will attract 25 days holiday plus bank holidays. Standard terms and conditions will be commensurate for the sector. We also provide an 8% employer pension contribution.

Location: Primarily based on our offices in central Cambridge and relevant event locations in the city.

Hours of work: 37 hours per week, 9-5am Mon – Fri with flexibility to work evenings and weekends for events and at seasonal times.

Job Description

	Aims	Outputs/Outcomes
1	<p>Event Administration & Organisation</p> <p>To provide administrative and organizational support to the City Events and City Events Manager in the development and delivery of the City Events programme</p> <p>To manage independent work streams relating to the events such as sourcing of caterers and traders; and temporary staffing to ensure smooth delivery of the events</p> <p>To ensure best practice and efficiency in the administration and support of the events' delivery</p> <p>To be the main point of contact for City Event enquiries and management of event correspondence</p> <p>To deputise for the City Events Manager if required</p> <p>To provide ad-hoc support to the Cambridge Folk Festival and any other new or existing Cambridge Live event activity if required</p>	<ol style="list-style-type: none"> 1. Development and management of appropriate processes for effectively and efficiently administering events in compliance with corporate procedures 2. Provision of general administrative and operational delivery support to the City Events and City Events Manager including correspondence, procurement, pass issue, and contracting of entertainment, artists, traders, showmen, services and supplies etc. as directed. 3. Securing, contracting and managing a balanced mix of caterers and traders at each event, ensuring maximization of revenue 4. Selection and ordering of appropriate levels and types of stationery supplies and other appropriate equipment 5. Administering the recruitment, selection and processing of temporary staff and volunteers for the event, working with third parties as appropriate such as agencies 6. Provision of suitable management and monitoring of event data including complaints & compliments, participant data, running orders etc. 7. Management of the organisation's event assets and equipment in storage including signage, IT equipment, uniforms etc. 8. Reports to the City Events Manager on the progress of work against agreed targets and objectives 9. Delivery of continual improvements to event and administrative procedures to maximize efficiency including research into potential new suppliers and processes

		<p>10. Compliance with relevant procedures and legislation including environmental health, health & safety etc.</p> <p>11. Meetings set-up and documented correctly and efficiently</p> <p>12. Website updates uploaded accurately when required</p>
2	<p>Income & Expenditure</p> <p>To handle the income and expenditure of the events as directed, within an agreed budget and financial targets</p> <p>To proactively consider and develop initiatives for income generation and maximization of revenue</p>	<ol style="list-style-type: none"> 1. Day to day handling of income and expenditure for the events including handling of purchase orders, petty cash and invoicing 2. Ensuring event delivery is as effective as possible to deliver maximum financial efficiency 3. Support provided for the process of securing project funds for events such as engaging in the securing of grant funders and sponsors 4. Compliance with company financial policy & procedure
3	<p>On Site Event Support</p> <p>To provide practical event assistance to the City Events Manager at live events</p> <p>To be responsible for translating event administration and systems from an office environment into a live event environment</p>	<ol style="list-style-type: none"> 1. Taking on a variety of practical event roles to support event delivery such as marking out and liaising with caterers and traders, manning event HQ, stewarding, and briefing others as directed 2. Good productive relationships managed with event participants and traders on site at the events 3. Successful delivery of on-site administrative support for the events
4	<p>Communications and Relationship Management</p> <p>To successfully collaborate with colleagues to build effective working relationships internally.</p> <p>To successfully build networks with industry professionals and community partners that enable</p>	<ol style="list-style-type: none"> 1. Successful communication with colleagues on event activity ensuring collaboration on shared objectives 2. Good productive working relationships with a range of external stakeholders including the Council, artists, caterers, traders, showmen, community groups, and others

advocacy, collaboration and recognition for the events	3. Support of effective consultation with stakeholders of the event including local residents, politicians, and businesses affected by the activity
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Person Specification

- Flexibility is required to undertake non-office hours at some events

Knowledge	Experience	Skills
<p>An appreciation and understanding the live event industry (desirable)</p> <p>Excellent knowledge of IT processes and systems such as email, word processing, mail merge, spreadsheets, databases etc.</p> <p>A good level of Maths and English at least to GCSE standard</p> <p>Knowledge of event management practices & related statutory regulations (desirable)</p> <p>Food hygiene standards (desirable)</p> <p>Contracting and procurement processes</p> <p>Awareness of Equal Opportunities & Diversity</p> <p>Relevant Health & Safety legislation and practices</p> <p>First Aid (desirable)</p> <p>Financial processes</p>	<p>Working on live/outdoor events or in a relevant arts environment (desirable)</p> <p>Office administration</p> <p>Working with industry professionals and community groups (desirable)</p> <p>Working with a variety of stakeholders such as caterers, traders, artists, contractors, showmen</p> <p>Contract management</p> <p>Working in a charitable organization (desirable)</p> <p>Working with a wide range of people and in a team environment</p> <p>Successfully working to targets and deadlines</p> <p>Handling income & expenditure</p>	<p>Excellent IT literacy (esp. Word, Excel, databases, email, mail-merge)</p> <p>Excellent communication and influencing skills esp. verbal and written</p> <p>Excellent at creating systems & logical administration processes</p> <p>Good at problem solving</p> <p>Practical and hands-on</p> <p>Strong interpersonal skills such as building rapport and listening</p> <p>Proactive and forward thinking</p> <p>A strong team player</p> <p>Flexible and adaptable</p> <p>A customer-centered attitude</p> <p>Outcome focused</p> <p>Demonstrates a personal responsibility for delivering an excellent service</p>

Key Values required for the role

Cambridge Live has an agreed set of values, set by the staff, for how we expect each other to behave within the organization. Any new employee will be expected to demonstrate their commitment to these values using examples like those suggested below.

Fresh Thinking

- Fresh and dynamic thinking
- Creating opportunities for excellence and growth
- A proactive approach
- Coming up with ideas to pull together as a team to pull the community together

Collaboration

- Listen and take on board
- Collaborate and consult
- Work for the good of Cambridge Live as a whole
- Give collective credit
- Pull together as a winning team

Inclusivity

- Ensure diversity to achieve Cambridge Live's goals
- Encourage everyone to get on board with ideas and projects
- Be inclusive with staff, customers and community

Zing

- To do things in new, imaginative ways
- Create and deliver extraordinary cultural experiences
- Be the best and have high ambitions
- Creative energy
- Be a driving force in shaping the Cambridge cultural scene

3. Recruitment Timetable

The application period will close at 5pm on Friday 7th December 2018 and interviews will take place w/c 17th December 2018

4. How to Apply

All applicants should apply by submitting a CV and cover letter. Please ensure that the letter demonstrates why you think you are a suitable candidate, addressing all information contained in the **person specification**. Please also ensure that your CV documents all training, qualifications and relevant experience.

CVs and cover letter should be emailed to Jon Gower. jon.gower@cambridgelivetrust.co.uk.

Informal enquiries about the role may be made to the Head of Events:
Jon.gower@cambridgelivetrust.co.uk .

The deadline for the receipt of applications is **5pm on Friday 7th December 2018**.
Interviews will take place w/c 17th December 2018

Data Protection notice

Cambridge Live complies with the Data Protection Act 1998 under the control of its Confidentiality and Data Protection Policy. Your information will be stored confidentially and only be used for the purposes of selection and recruitment for the role. Your information will not be transferred outside the organisation.

Equal Opportunities Employer

Cambridge Live is an Equal Opportunities Employer which means that all applications will be judged on the candidate's individual merit and abilities in relation to the job description for the role and no applicant will be unfairly discriminated against on the basis of gender, age, disability, religion, belief, sexual orientation, marital status, or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

Thank you for your interest.