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## Wedding Experience Coordinator

### MAIN PURPOSE OF THE JOB

A Wedding Experience Assistant in the Oldwalls Collection must be; passionate, organised, customer centric and be willing to exceed expectation.

Reporting to the Head of Wedding Experience for your venue, you will form part of the team that will work with clients and their guests ensuring their accommodation and wedding administration needs are met. Your duties will be in direct support of the Wedding Experience Managers.

Working as part of a team to deliver efficient client management and maximising additional revenue opportunities.

Service standards, compliance, and profit conversion. To be an ambassador of the brand.

**Position Reports to:** Wedding Team Manager

### Position is responsible for:

- Ensuring all administrative tasks are handled and completed with the utmost attention to detail.
- Ensuring all accommodation needs are met in line with the, couple, their guests' & the venue/company requirements as well as adhering to the company's terms & conditions.
- To assist with delivering the companies stated mission - "To make the whole journey an experience from the first hello to the last goodbye. Create a day that will be cherished for the rest of their lives" with exceptional service for our couples.
- Producing accurate and timely function sheets for the operations teams to deliver weddings.
- Monthly additional revenue KPI. (Monthly targets)
- Customer service standards.
- Regular team & 1-2-1 Meetings.
- A harmonious team spirit.
- Service standards & compliance. To be an ambassador of the brand.
- Feedback from clients and their guests.

## MAIN DUTIES

Performance is monitored by:

- Supporting the accurate and timely function sheets on behalf of wedding experience manager with specific responsibility of FSP & accommodation requirements.
- Ensuring client queries are handled as per SOP's and with utmost professionalism.
- Ensuring all accommodation SOP's are followed, including making sure all accommodation is reserved and paid for inline with the terms & conditions
- Additional accommodation availability within the collection is maximised.
- Ensuring all tasks are handled and completed with the utmost attention to detail and in line with SOP's.
- Customer service standards.
- Regular team & 1-2-1 Meetings.
- A harmonious team spirit.
- Service standards & compliance. To be an ambassador of the brand.
- Deliver beyond expectation.
- Provide an outstanding level of customer service.

Customer service:

- Ensure client accounts are managed efficiently with utmost professionalism. Responding to any queries and taking any necessary action to ensure promises are fulfilled.
  - Emails are responded to within a pre-defined timeframe
  - All calls are answered within the department.
  - All client queries are resolved/handled according to policy
  - Administration requirements carried out as per SOP's and to deadline.
- Ensure lost property is handled as per SOP
- Switchboard management, ensure call effectively transferred or message delivered
- Assist with the planning and delivery of client events; such as Food Taster Events.
- Field customer complaints in a professional way and as per company policy.
- Assist in developing and maintaining the image, perception, and integrity of the Collection brand.
- Maintain excellent working relationships with key internal and external partners.

Financial:

- To have a sound understanding of all financial targets and strive to deliver or exceed them
- Support with any cashflow drives as applicable
- Carefully monitor accommodation & Rustic Retreat reservations and ensure payments are received on time and as per terms and conditions.

System and process:

- To ensure full compliance of all operating controls, SOP's, policies, and service standards.
- Complying with all company requirements including cash management, H&S, security, fire & flood, food safety, utilities, and licensing.
- Ensure check-in/check-out procedure is managed efficiently and professionally as per SOP's.
- Adhering to the crisis management process when required.
- Ensure SOP's are followed to help achieve the company objective of "one right way".
- Continually recognise the need to use "how to's" & "tick lists"

Computer systems:

- Be confident and efficient with the operation of all Microsoft 365 programs.
- Be confident and efficient in the use of all software used within the company as per the requirements of the role.

People:

- To understand the function of the organisational chart and line management system.

Work as part of a team to achieve a seamless customer experience.

## Person Specification

Factor	Essential?	Desirable?
<b>Qualifications</b>		
<b>Relevant experience</b>	<ul style="list-style-type: none"> <li>• Administrative experience.</li> <li>• Experience of working in a targeted role.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working within the wedding industry.</li> <li>• Experience of working in a targeted role.</li> </ul>



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<b>Aptitude, skills, and abilities</b>	<ul style="list-style-type: none"><li>• Excellent IT skills</li><li>• Understanding of data privacy standards</li><li>• Reliable worker who can perform routine tasks without supervision.</li><li>• Strong attention to detail</li><li>• Organisation</li><li>• Ability to communicate, and connect with employees, clients and management and take direction.</li></ul>	<ul style="list-style-type: none"><li>• Use of Guestline software (Rezlynx)</li></ul>
<b>Personal attributes</b>	<ul style="list-style-type: none"><li>• Team player</li><li>• Communication</li><li>• Pride &amp; passion</li><li>• Astute</li><li>• Flexible</li><li>• Proactive</li></ul>	