



**Job title: Wedding Co-ordinator**

**Main purpose of job:**

A wedding co-ordinator in the Oldwalls Collection must be; passionate, organised, customer centric and be willing to exceed expectation.

Reporting to the Wedding Team Manager, the role is target driven, with the expectation to reach all targets set within a pre-determined timeframe. You will work with a client from 6 months to 2+ years ensuring their wedding is meticulously planned, using your experience and the experience of those around you, to help your client to fulfil their dream day.

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

**Key responsibilities**

People – Respect other roles and parts of the business, we are all working towards a common goal. Inspire and motivate all personnel to be the best they can. Providing coaching, support, and mentoring, if required.

Customer service – Deliver the companies stated mission with exceptional service and venue standards for the wedding party, their guests plus new prospective clients.

Financial – Understanding all financial targets, forecasts and budgets and strive to deliver or exceed them through control, efficiency, and improvement, within your department.

System and process – Full compliance of all operating controls, SOP's, policies, and service standards.

**Department:** *Weddings*

**Position reports to:** *Wedding Team Manager*

**Position is responsible for:**

To deliver 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 and venue standards for the wedding party, their guests plus new prospective clients.

## Main duties

Performance is monitored by:

- Producing accurate and timely function sheets for the operations teams to deliver weddings.
- Monthly additional revenue KPI. (monthly targets)
- Regular team & 1-2-1 Meetings.
- A harmonious team spirit.
- Great customer feedback (reviews)
- Consistent high standard of venue throughout (inspection)
- Strong new wedding sales (Showcase performance)
- Service standards & compliance. To be an ambassador of the brand.

Customer service:

- To deliver 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 and venue standards for the wedding party, their guests plus new prospective clients.
- Ensure client accounts are managed efficiently with utmost professionalism. Responding to any queries and taking a necessary action to ensure promises are fulfilled.
- Deliver beyond expectation.
- Provide an outstanding level of customer service by liaising and building rapport with customers.
- Deal with 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:

1. To have a sound understanding of all financial targets, and strive to deliver or exceed them through additional revenue and new sales
2. Continually monitor KPIs to see they perform to target.
3. Carefully monitor & report cashflow to ensure client payments are being received on time.

System and process:

1. To ensure full compliance of all operating controls, SOP's, policies, and service standards.
2. Complying with all company requirements including cash management, H&S, security, fire & flood, food safety, utilities and licensing
3. Adhering to the crisis management process

4. 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:

1. Be confident and efficient with the operation of all Microsoft 365 programs.
2. Be proficient in the use of all software used within the company.

Open-up/close down:

3. Ensure the venue is open, clean, tidy & "showcase ready" every morning.
4. To safeguard the guests, staff and venue through to close down. Complete all night tasks accurately.

People:

1. To understand the function of the organisational chart and line management system.
2. Work as part of a team to achieve a seamless customer experience.

**Person specification**

Factor	Essential?	Desirable?
<b>Qualifications</b>		
<b>Relevant experience</b>		Experience working within the wedding industry.
<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 is able to 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>	
<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>	