



HOUSE OF LORDS

Vacancy Notice

This notice gives details of a current vacancy in the House of Lords. To apply for this post, please ensure you complete all sections of our online application form found at <http://www.parliament.uk/about/working/jobs/>

Job Description

Job title	Reference number
Sales and Event Coordinator	1188
Office	Grade
CRS	HL4
Starting Salary	
£24,837	
Term	
This post is fixed for 2 years, with the possibility of extension and or permanency	

Scope of the job

Background

Catering and Retail Services (CRS) provides refreshments and catering for Members, their guests and staff as well as an extensive private events service and a retail section selling gifts and souvenirs. There are several outlets offering formal dining and cafeteria style facilities including a busy banqueting operation which delivers over 900 events per annum catering for over 70,000 guests.

Main objective

Working alongside other banqueting coordinators, the key objective of the role is to provide assistance to the Head of Sales and Events Manager in delivery of the full range of event and banqueting activities, including providing a high quality, professional service to Members, organisers and guests. This will be achieved by an exemplary approach to customer service and the ability to promote sales, maximizing revenue and profitability.

Key internal and external relationships

Internal

Head of Sales and Events and events administration team
Senior Event Manager/Event manager
Peers
Head of Catering and Retail Services
Banqueting Head Chef
Department Managers, supervisors and staff
Senior Managers / Directors in other Departments of the House
Finance teams

Purchasing and Stores team
External
Event organisers
Suppliers
Off-site consolidation team

Main responsibilities

Line management and budgetary responsibilities

The post has no line management responsibility.

Other responsibilities of the post

- Assist in maintaining accurate records of forthcoming events, organize relevant correspondence, liaise with Members and external organisations; arrange and advise on matters relating to timing, capacity, costs, seating, format, printing of invitations and menus, av requirements, protocol and security.
- A proactive approach to maximising additional sales opportunities for increasing revenue and profitability
- Prepare the weekly function sheets for all function rooms. Pass on information to the appropriate outlets including final numbers and last minute changes. Advise Chefs of special dietary requirements. Attend weekly function briefing meetings and advise on queries when necessary.
- Assist and advise on printing requirements including invitations, menus, table plans and place cards liaising with printer as required.
- Ensure timely confirmation of details regarding forthcoming events and ensure all appropriate information is received within 14 days of provisional bookings.
- Administer up to date guest list information for security.
- Collect guests from the pass office for meetings and show rounds.
- Assist with booking confirmation and the sending out of up to date menu Packs three months ahead of booked events.
- Assist the Senior Events Manager/Events Manager in the supervision of events as necessary which may include some overtime working during evenings and occasional weekends as the function Duty Manager.
- Carry out administrative duties in line with the House of Lords Banqueting Rules.
- To adhere to a defined set of key performance standards, designated by the Head of Sales and Events Manager
- To support the marketing activities and promotion of the events services internally and at special events (eg trade shows)
- Liaise with Black Rods and security when required to arrange access and vehicles
- Undertake other reasonable job related tasks as directed by a Manager when required. This may include substitution for other posts both at equal or subordinate grades within the Department to cover, for example, sick absence or increased demand for service.
- Observe all legislative requirements including those concerning fire, food hygiene, and health and safety at work and if necessary report to the Health and Safety Co-ordinator
- Attend regular team meetings
- To practice good colleague relations and communication at all times
- Maintain cordial and effective working relationships with all departments within the Palace of Westminster.

Person specification

The qualifications required for the post are:

No specific qualifications required for the post
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The knowledge, skills and experience required for the post are outlined below. Each element will be assessed in the examples you provide in your application form. Should you be shortlisted these areas will be assessed in more depth at interview and, if appropriate, in a test.

Our Values

The House of Lords Administration has four values: respect, inclusivity, professionalism and responsibility. Our behaviours sit alongside our values, translating them into day-to-day actions and demonstrating how we bring our values to life. They outline what we can expect from each other at work and ensure we all play our part in building an inclusive and respectful workplace culture.

The [values and behaviours](#) are applicable to everyone who works for the House of Lords. As colleagues and representatives of the Administration, everything we do and say counts.

The post holder will be expected to operate in line with the House of Lords workplace values which are:

Respect - We treat people with respect and expect to be treated with respect.

Inclusivity - We embrace and value difference and diversity –whether from a person’s race, gender, other characteristics, background or experience.

Professionalism - We aim for and value a high level of skills and expertise. We act with integrity and openness, putting public service first.

Responsibility - We take ownership of our work and actions. We hold each other to account, take appropriate risks and continue learning.

Competencies:

Essential

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| <ul style="list-style-type: none">• Experience of working in a hospitality environment• A keen eye for detail and the ability to produce high quality, accurate work in tight timescales with limited supervision• The ability to deliver exemplary standards of customer care, including a welcoming and helpful approach when dealing with clients• Strong communication skills, including an excellent telephone manner, and the ability to represent Catering and Retail Services to people at all levels• Excellent IS/IT skills including knowledge and experience of Microsoft Office and Outlook, with a strong commitment to the use of IT to deliver customer satisfaction.• The ability to work effectively as part of a small team within Banqueting and the wider Catering and Retail Services |
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- Excellent time management skills to ensure that deadlines for event management are met

Desirable

- Experience of using an electronic events management software package

Terms and conditions

Salary and allowances

The post is paid in accordance with House of Lords grade HL4 (£24,837 per annum). Pay increases usually depend on performance as assessed in annual performance reviews, up to the current band maximum of £27,942. Salary is paid monthly by bank transfer.

Probation

There is a probationary period of six months.

Term and hours

The post is fixed term and is for 41 hours per week (including break-time).

Benefits

As an employee of the House, you will be entitled to our benefits such as a season ticket loan, a Parliamentary Health and Wellbeing Service, including access to a dedicated Employee Assistance Programme and many more. Full details can be found on our [Employee Benefits](#) page.

Pension

The House of Lords participates in the [Civil Service Pension Schemes](#). As an employee of the House, you will be entitled to join one of these highly competitive pension scheme arrangements.

Annual leave

Annual leave entitlement is 30 days (increasing to 35 days after one year's service) plus public and bank holidays. In most offices annual leave may be taken only during periods when the House is in recess and must always be agreed in advance with the line manager and Head of Office.

Inclusion and Diversity

The House of Lords Administration is committed to increasing diversity and maintaining an inclusive workplace culture. We welcome applications from all candidates regardless of their age, caring responsibilities, disability, gender/sex, gender reassignment/trans status, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sexual orientation and socio-economic status. The Administration will also consider flexible working arrangements and reasonable adjustments.

We welcome and encourage job applications from people of all backgrounds. For this role we particularly welcome applications from groups which are currently underrepresented within the team, including applications from candidates with disabilities.

Pre-appointment checks

For external candidates, appointment depends on satisfactory references, health

and security checks and where necessary proof of qualifications.

Successful candidates' publicly open social media profiles will also be checked under this stage of the process and information obtained may be used to review suitability for the job role.

Baseline Security Standard

The House of Lords (along with all government departments) has to comply with a Baseline Security Standard. The standard requires that we ascertain the identity of the applicant, their right to work in the UK, their employment or academic history over the last three years, and their address history over the last three years.

Successful candidates will be required to complete pre-employment checks. This includes security vetting to Counter Terrorist Check (CTC) level unless otherwise specified. All successful candidates are required to pass these checks before an offer can be confirmed.

Applicants should be aware that if they have resided outside of the UK for a total of more than two of the last five years, they are not eligible for vetting. Please see the [National Security Vetting booklet](#) for further information. In addition, applicants are required to give a reasonable account of any significant recent periods of time (more than six months) spent abroad. Applicants who have been unemployed or self-employed for over six months in the last three years (whose last three years' employment/academic history are not covered by references) will be asked to provide further documentation to prove their history.

Returning your completed application

Please complete your online application by 10am on Monday 4 July 2022.

If you require any reasonable adjustments during the application process, please contact HLHumanresources@parliament.uk or call 020 7219 3185.

Please ensure you discuss your application with your Head of Office and your line manager before you submit your application.

Enquiries

If you wish to find out more information about this post, please email Emma Finch finche@parliament.uk

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No recruitment agencies please.