

# Weddings & Private Hospitality Coordinator

## Job Specification

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|----------------------|---------------------------------------------|---------------------------------------------------|
| <b>Salary</b>        | Band 5 (£25,000 - £30,000)                  |                                                   |
| <b>Hours</b>         | 37.5 per week                               | <b>Working Days:</b> Variable, including Weekends |
| <b>Annual Leave</b>  | 30 days per year                            |                                                   |
| <b>Pension</b>       | Eligible to join the company pension scheme |                                                   |
| <b>Contract</b>      | Permanent                                   |                                                   |
| <b>Starting Date</b> | March 2025                                  |                                                   |

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### Be Part of Our Story

Powderham is a much-loved place for days out that transports visitors back in time to experience the rich history and culture of Devon from the past 700 years. Located in the Kenn Valley on the bank of the River Exe. Powderham offers a unique setting for individuals, families and groups to immerse themselves in nature and heritage.

Our purpose is to welcome as many people as possible, to share the experience of and thereby contribute to, a thriving, family owned estate at the heart of Devon. Powderham serves the community and environment with generosity and care, and in doing so, leaves Powderham slightly better for the next generation.

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### Be Part of Our Venue Team

You will be joining the venue team at Powderham, together you are responsible for ensuring Powderham achieves our objectives of placing Powderham at the heart of the Devon community and ensuring it remains a place that is relevant, not just for its past but also present and future. You will be expected to support the rest of the venue team with their responsibilities, and vice versa, depending on the needs of the business, and your individual schedules. This may include working on festivals or functions.

- Collaborating and communicating effectively with the rest of the venue team, to ensure a positive working relationship and provide excellent client and guest service
  - Acting as a Duty Manager (as required), including cash handling, first aid responder, health and safety, accident reporting, fire alarm response, customer care, and key holder responsibilities
  - Achieve the department's sales expectations through delivery of showrounds and open days, and responding to enquiries.
  - Do what you can to ensure that client or guest experiences are always positive, seeking opportunities to go above and beyond to exceed expectations.
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## **Wedding & Private Hospitality Coordinator Responsibilities**

Your role will focus on the sale, organisation and delivery of weddings and civil ceremonies throughout the year. Over the Christmas period, you will be responsible for delivering private hospitality at the Castle for Powderham's highly regarded shooting season. Powderham doesn't offer any package weddings, and therefore the work for each wedding can be varied, but whatever it is we are doing we consistently aim to deliver a day beyond expectations.

### **In the Office**

- Answer telephone calls, email enquiries, in an efficient, professional and personable manner
- Meet and greet existing and potential clients and/or suppliers, and assist with their questions and support the planning of their wedding or civil ceremony
- Assist with obtaining payments from clients on time as required, including sending invoices, payment reminders and confirmation receipts
- To ensure clear communication with other members of the events team and the rest of the business to ensure diary management is always up to date
- Attend meetings as necessary with colleagues and senior management

### **Enquiries and Showrounds**

- Respond to all new enquiries, provide information as requested and send follow ups when appropriate
- Prepare the castle for showrounds or open day events
- Facilitate virtual showrounds and meetings when suitable
- Work with the senior management team to respond to any feedback received during the showround or enquiry process
- Prepare proposals and quotes for clients after an initial meeting, suited to their needs, with upsell opportunities
- Monitor and discuss with your line manager the conversion rate for enquiry - showround and showround - booking, making adjustments to the processes as necessary.

### **Weddings and Civil Ceremonies**

- Manage all steps of the booking process, from first contact to first dance.
- Maintain all records that relate to the booking, including an itinerary for the day, relevant suppliers, contact information etc.
- Assist the client and guests with their departure the following day, ensuring that the venue is returned to appropriate use, which can vary between another event, attraction opening, or private family home.

### **Private Hospitality**

Powderham, at its core, is still a private family home. Therefore, in addition to the weddings, corporate events and functions, the family hosts dinners, parties, charitable fundraisers, and a highly regarded shooting season. You will be expected to work directly with the Earl of Devon, treating him as a client, to deliver these events.

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### **Qualifications and Prior Experience**

No specific qualifications are required for this role.

A minimum of two years experience in a hospitality trade is required, ideally with experience of working with weddings, functions, corporate bookings or events.

A personal licence (for the sale of alcohol) is desirable, but training and qualifications can be provided.

Due to the working hours of the role, a driving licence and car is recommended.

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### **Equality, Diversity and Inclusion Policy**

Powderham is committed to encouraging equality, diversity, and inclusion among our workforce, and eliminating unlawful discrimination. The aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give their best. Powderham – in providing goods and/or services and/or facilities – is also committed against unlawful discrimination of customers or the public. Our full EDI policy is available on request.

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### **Application Process**

If you are enthusiastic about history, enjoy engaging with visitors, and want to play a pivotal role in preserving and sharing our heritage, we encourage you to apply for the position of Visitor Services: Welcome Coordinator at Powderham. Join us in creating memorable experiences.

To apply, send a CV and Cover Letter to [apply@powderham.co.uk](mailto:apply@powderham.co.uk) by XXX. Interviews to be held between XX and XX.

Flexible start date, but typically one-month from a successful interview and job offer letter.

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