



**DURHAM
CATHEDRAL**
THE SHRINE OF ST CUTHBERT

JOB PROFILE

Job Title: VEE Coordinator (Enterprise)

Reports to: Head of Enterprise

Responsible for:

Post Reference: VEECE

What is the purpose of the job?

- Providing high quality customer focused administrative and project support for the Enterprise team.
- To provide administration and project support to aid the embedding of the Cathedral's Change Programme and the new cultural changes.
- To ensure delivery of high quality customer focused administrative, financial and organisational processes and procedures to the Sales Manager (Groups) and Sales Manager (Events & Venue)

What are the responsibilities of the job?

- To greet Tour Groups as and when required
- To maintain the Events and Venue Hire related database as requested by the Sales Manager - Events & Venue
- To input non liturgical events data into the Cathedral's ticket booking system as requested
- To undertake the reporting, as necessary, to the Performing Rights Society, (PRS) the use of music for non liturgical events
- To identify and allocate the costs related to any PRS use and process requests for payment ensuring they are correctly allocated to the right budgets
- To update the register of comparator/competitor Venue hire charges and benchmark prices against the Cathedral rate card
- To ensure all Events, Venue Hire, Travel Trade and Tour Group clients are correctly and timely invoiced as requested

- Respond swiftly and appropriately to all enquiries
- To coordinate purchase orders generated by the Sales Managers for Events & Venue and Groups and record expenditure to assist with budget monitoring.
- To collate and run reports using data held within the Cathedral's integrated CRM, ticketing and booking system and identify any issues.
- To update customer data held within the Cathedral's integrated CRM, ticketing and booking system.
- To monitor generic emails addresses such as events@durhamcathedral.co.uk and respond accordingly, consulting with colleagues as appropriate.
- To work with volunteers who contribute to the output of the team.
- To provide support to and help coordinate specific projects as requested by the Sales Manager - Events & Venue and the Sales Manager - Groups
- To provide administrative and project support across the VEE department, as required by the Chief Officer - VEE, Head of Visitor Experience and Head of Enterprise.

What competencies are required for the job?

- Strong organisational skills with an eye for detail as well as the bigger picture
- Ability to analyse issues and quickly identify and implement successful solutions.
- Commercially numerate and analytical with the ability to manage and monitor detailed budgets
- Proactive self starter
- Digitally savvy and IT competent (ability to update the website and software)
- Ability to work with peers on shared ownership projects
- Ability to recognise when compromise is needed for the overall benefit of the Cathedral
- An understanding of, and empathy for, the Cathedral's mission, history, place in the community
- Excellent interpersonal skills
- An understanding of the Events sector, Travel Trade and organised Groups within the heritage and related sectors would be useful.

What knowledge is required for the job?

- Excellent communications skills, both written and oral
- Previous experience of working with volunteers
- Experience of managing bookings and booking systems
- Understanding of Events, Venue Hire, Group bookings and related content
- Analysing data from evaluation forms
- Knowledge of computer software systems

All of our people have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of their colleagues.

All of our people have a responsibility of care for their own and others' wellbeing, health and safety.

The above list is not exhaustive and other tasks and responsibilities may be added to the role from time to time.

Reference: VEECE