



BECKENHAM PLACE
MANSION

Job Description

Job title	Mansion Promotions and Bookings Manager
Reporting to	Venues Manager
Start and End Date	From December 2021 This is a short term contract which will expire on the 1st of March 2022. The role will be explored further and may be able to be extended.
Contracted Time	40 hours per week at flexible timings. These hours are spread across the day and week (i.e. Monday to Sunday from 8am to 2am) . Occasionally late night shifts going on to 2 or 3am for events such as weddings or parties. The job is based at The Mansion, Beckenham Place Park.
Pay and benefits	£21,000-£25,000 p. a. 28 days inc. bank holidays paid annual leave and NEST pension scheme. Time off in lieu will be given for additional work days.

Overview	<p>Beckenham Place Mansion is known for bringing creative and community projects to this unique area within Lewisham Borough, South East London. We are growing our team, and are looking for someone to assist with the enquiries and events at the Mansion. These events range from small classes/workshops, markets and public ticketed events to private functions such as weddings and birthdays.</p> <p>This dual part role focuses on looking after all of our classes, workshops and developing this side of the business, assisting the rest of the team with larger events such as weddings and markets, as well as leading on our marketing strategy including social media, newsletters and other digital or press related content.</p> <p>This role will be a mix desk and event based work, where you will have the opportunity to make your mark within a small team at this growing community space.</p>
Key Responsibilities	<p>Events and Bookings</p> <ul style="list-style-type: none">● Assist with the large number of general enquiries we have coming into our booking system● Arrange viewings and meetings with interested clients, showing them the building and explaining what is and isn't possible with their booking● Manage and confirm hire fees, booking times, dates, requirements and maintain the bookings system



BECKENHAM PLACE
MANSION

- Collect necessary information from clients and arrange invoices and contracts, keeping abreast of payments to ensure all bookings are paid in full prior to arrival
- Maintain and add listings to www.beckenhamplace.org 'whats on' page (training provided)
- Working with the Events Planner with planning and the delivery of larger scale events such as weddings, markets and public facing events. This can include organising furniture, liaising with clients and suppliers on the day
- Actively research and develop the events programme both, public and private to increase bookings and sales

Promotions and Marketing

Social Media: Monitor and maintain all handles, key dates & copy, content calendar, paid adverts

Events - OOH/POS advertising - Collecting key dates and events from events teams, chasing clients for content, pulling together content for graphic designers, copywriting and subbing copy. Collate all published press

Newsletters: Collate content from on-site businesses and events to form a monthly newsletter

Blogs: Reintroduce and maintain regular blogs

Website - Adding content and keeping it up to date - e.g. new tenants, key events, blog posts & published press.

Additional work may, if time allows, will develop in the following:

Press - Collate all published press, maintain journalist database, strategy (paid advertisement, campaigns, networking opportunities).

Case Studies & Blogs- Develop for business development, website, awards and press.

Subscribers - grow contacts, regular newsletters

Awards - calendar, strategy, pulling content from teams

As we are a small team, other daily tasks include (but are not limited to); collecting parcels, answering the main phone line, assisting tenants, maintaining toilets and arranging furniture prior to each booking



BECKENHAM PLACE
MANSION

Education & Experience	<ul style="list-style-type: none">● Experience working in a customer focussed role● Experience working in a hands on environment● Experience organising and dealing with large amounts of information● Experience of proofreading
Required Person Specification and Key Skills	<ul style="list-style-type: none">● Excellent management of emails and bookings● Strong organisational skills● Professional experience with social media, newsletters and other marketing tools● Good use of initiative, forthcoming with ideas and improvements● Ability to work independently and manage workload● Excellent public facing and communication skills, including written English and telephone manner● Enthusiasm for getting stuck in on live event days● Good experience with Google's Workspace (GMail, Google Calendar, Google Drive, etc) (support can be provided)● Understanding and experience with Social Media● Flexibility in working hours - the building is open 7 days a week, often closing at 2am
Additional Useful Skills	<ul style="list-style-type: none">● Software experience such as Xero and Adobe
People you will be working with	Venues Manager, Events Planner, Mansion Supervisors, Accounts Team, Hospitality Manager