



BECKENHAM PLACE  
MANSION

## Job Description

<b>Job title</b>	Mansion Bookings and Marketing Coordinator
<b>Reporting to</b>	Mansion Manager
<b>Start and End Date</b>	From March/April 2022 This is a short term contract which will expire on the 31st of October 2022. The role will be explored further and may be able to be extended.
<b>Contracted Time</b>	40 working hours per week, exclusive of breaks. The building is open 7 days a week, occasionally until 2am. The nature of events work will include weekend work and late night hours to assist at weddings and parties. Time off in lieu will be given for extra hours worked. Evening and weekend shifts will be shared between the team of three.  The job is based at The Mansion, Beckenham Place Park.
<b>Pay and benefits</b>	£20,000 - £24,000 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.

<b>Overview</b>	<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 growing this side of the business, assisting the rest of the team with larger events such as weddings and markets, as well as coordinating our marketing including social media, newsletters, physical assets, and other digital or press related content.</p> <p>This role will be a mix of 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>
<b>Key Responsibilities</b>	<p><b>Events and Bookings</b></p> <ul style="list-style-type: none"><li>• Assist with the large number of general enquiries we have coming into our booking system.</li><li>• Arrange viewings and meetings with interested clients (predominantly classes and workshop hires), showing them the building and explaining what is and isn't possible with their booking.</li></ul>



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- Manage and confirm hire fees, booking times, dates, requirements and maintain the bookings system.
- 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](http://www.beckenhamplace.org) 'whats on' page (training provided).
- Organising a summer weekly food market, 'Peckish', including booking traders, risk assessments, Lewisham Council liaison and ensuring pitch fees are received.
- 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

**Newsletters:** Collate content from Mansion businesses and events to form a monthly newsletter

**Events 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

**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



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