



WILLIAM GRANT & SONS

ROLE PROFILE

Job Title	Events Coordinator and Planner
Business Unit / Group Function	Marketing
BU Team / Sub-Function	Visitor Centre
Location	Dufftown
Team Leader	Head of The Balvenie & Glenfiddich Visitor Experience
Team Members	1
Job Level	5
Role Purpose To co-ordinate, improve and implement cross-team plans and processes, including data and financial management, stakeholder liaison and guest management. Flexible co-ordinator support for team areas as agreed, including large events, VIP hosting, special projects etc.	
Accountabilities <ul style="list-style-type: none">• Co-ordinate, review and improve planning and processes for DVC area, working with the leadership team to better utilise data for planning and communication;• Ensure team leaders and members maintain accurate and on-time financial and data recording, regularly liaising with internal stakeholders such as finance, HR etc.• Identify new opportunities for continual improvements in guest management and communication, commercial operations etc.;• Line management and overall responsibility for reception and/or public booking administration;• Provide additional co-ordinator support as agreed for individual teams, events, visits and special projects;• Support the Team Leadership and teams as and when required; co-ordinate, attend and contribute to all relevant meetings i.e. planning, health & safety and finance etc.• Key stakeholder liaison and support;• Be a permit issuer and ensure all contractors are compliant with our processes by reviewing method statements and risk assessments in line with working on a top tier COMAH site.• Coordinate and support cross-team training and development opportunities.• Demonstrate behaviours in line with our diversity and inclusion aim, which is to create and promote a diverse and inclusive culture at WG&S where ideas, differences and views are respected and where all employees are encouraged to create their own personal legacy	



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Skills and Qualifications:

Essential:

- A track record of delivering excellent customer service and an approach that is built on attention to detail.
- Demonstrable experience of working under own initiative and taking responsibility for own workload.
- Advanced working knowledge of the Microsoft Office suite.
- Experience of operating in a role that demands the application of strong organisational, interpersonal and communication skills.
- A strong desire to build on existing skills and share knowledge with others.

Desirable:

- Experience in a similar role / environment within a premium operation.
- Experience of working with hospitality related software platforms.

Created by:	Stephen Mannock
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