Market Street
Trowbridge
Wiltshire
BA14 8EQ

Email:
info@trowbridgetownhall.com
Phone:
01225 774306

Bookings and Events Coordinator

Location: Trowbridge Town Hall
Hours: 37.5 hours per week, including evenings and weekends as required
Contract Type: Permanent
Salary: £24,000 - £26,000 depending on experience

About Trowbridge Town Hall Trust
Established in 2012, Trowbridge Town Hall Trust is a charity dedicated to managing the town's historic central building. Since the Trust took over, the Town Hall has become a dynamic creative and community hub, hosting performances, exhibitions, markets, and a wide range of community activities.

Following a multimillion-pound restoration, the Town Hall is expanding its role at the heart of the community – fostering creativity, connection, and serving as an incubator for creative talent. The revitalised space will feature a thriving café, a gallery, studios, two performance spaces, rooms for hire, and an eclectic programme of live music, film, theatre, and community outreach initiatives, contributing to Trowbridge's growth as a creative, cohesive, and confident town.

About the Role: Bookings & Events Coordinator
The Bookings & Events Coordinator plays a vital role in the day-to-day operations of Trowbridge Town Hall, overseeing and administering space rentals for community and corporate use, celebrations and studio hire, while also supporting the delivery of our in-house programme of events and performances. From the initial enquiry to event delivery, you will manage the full booking process for hirings and help facilitate events, ensuring client and audience needs are met while aligning with the Trust's mission and values.

As the venue reopens following a major refurbishment, you will be instrumental in re-establishing relationships with previous users and expanding our reach to new audiences. You will be the primary point of contact for hirers and will work collaboratively with the wider Town Hall team to support programmed events – providing both administrative and hands-on assistance in preparing for and delivering high-quality experiences.

In this role, you'll work closely with the Operations Director to ensure that all activity – whether hire-based or programmed – is delivered smoothly. You'll be responsible for preparing and maintaining spaces to the highest standards, supporting event logistics, and ensuring effective communication across departments.

As part of this role, you will serve as a Duty Manager during your shifts, overseeing the building and its operations at that time to ensure a safe, clean, and welcoming environment for all users. This includes working front-of-house for events, staffing the front desk, responding to general enquiries, managing building access, and coordinating activity across departments. While on duty, you'll supervise any contractors, freelance staff, or volunteers on site, and act as the designated

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fire steward and first aider, supporting the Town Hall's compliance with health & safety regulations and licensing requirements.

Key Responsibilities

Bookings & Events Coordination

- **Booking Oversight & Administration:** Oversee the entire booking process for hirings, from initial enquiry to event delivery, utilising the booking system to efficiently track, coordinate, and maintain accurate records.
- **Programmed Events & Activities:** Provide administrative and practical support in organising and overseeing programmed events and activities.
- **Event Setup:** Setting up and breaking down rooms for different uses, ensuring the correct resources are in place for each booking, and that rooms and public areas are kept clean and tidy.
- **Scheduling:** Maximise venue space usage by coordinating schedules for community activities, performances, and external hires. This includes managing booking conflicts and finding creative scheduling solutions to accommodate events without compromising revenue opportunities.
- **Community & Corporate Balance:** Collaborate with the Operations Director and Community & Partnerships Manager to balance community access with revenue-generating bookings, ensuring all activities support our financial objectives and scheduling needs.
- **Coordination with Technical and Catering Teams:** Work closely with the technicians to confirm all technical requirements, including AV setup, lighting, and sound. Coordinate with the in-house catering team and external caterers to organise catering services, confirming menu selections, dietary needs, and service schedules for events requiring food and beverage support.
- **Invoicing & Marketing:** Generate invoices for room hire and associated costs, and work with the communications team to publicise available spaces, maximising occupancy rates and income to achieve targets.
- **Quality and Maintenance Oversight:** Regularly inspect spaces and equipment, coordinating with the Operations Director and cleaning staff to ensure all equipment and rooms are maintained in top condition.
- **Equipment Hire:** Coordinate the hire of additional equipment required to deliver activities.
- **Relationship Management:** Develop and maintain positive relationships with regular hirers, event organisers, and community groups to encourage repeat bookings and foster long-term partnerships.
- **Health & Safety and Licensing:** Ensure all booking activities comply with health and safety regulations and licensing restrictions, including enforcing capacity limits, communicating emergency procedures to hirers, and verifying required licences or insurance for special events.
- **Feedback and Data Analysis:** Gather feedback from hirers post-booking to inform improvements. Track booking trends, revenue generation, and hirer feedback to report insights and suggest areas for improvement.

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- **Staff Coordination:** Work with the Operations Director to ensure adequate staffing is arranged for each booking. Ensure that staff are fully briefed on the requirements for each event, so they can deliver a seamless experience for all.
- **Front Desk & Customer Service:** Staff the front desk as needed, serving as the first point of contact for visitors. Providing information about events, assisting with ticket sales, and handling general enquiries to ensure a welcoming and helpful experience for all guests.

Duty Management

- Ensure the safe and smooth operation of the venue, including managing venue hires, programmed events, and box office and front-of-house (FOH) operations.
- Act as the primary point of contact during operating hours, ensuring a safe, secure, and well-maintained environment while ensuring compliance with licensing conditions and health and safety measures, including emergency and evacuation procedures.
- Serve as the onsite first aider and fire steward.
- Coordinate and brief staff, volunteers, and contractors.
- Manage access as the keyholder and perform cash and stock reconciliations.
- Address customer enquiries, feedback, and complaints.

General Responsibilities

- Incorporate environmentally sustainable practices into day-to-day work, events, and activities, aligning with the organisation's commitment to sustainability. Actively seek opportunities to enhance these practices within your work and contribute to the organisation's environmental goals.
- Actively support and promote the organisation's commitment to fostering positive relationships and engagement with the community, ensuring that all activities, projects, and initiatives reflect the organisation's dedication to inclusivity, equity, and meaningful collaboration with community stakeholders.
- The post-holder may be required to undertake other duties within the scope of their role and skill set, including cross-departmental projects as needed, as directed by management, to support the overall objectives and smooth running of the organisation.

Person Specification

Desirable Skills & Experience:

- Previous experience in venue bookings, events management, or hospitality.
- Strong organisational skills with the ability to manage multiple bookings and priorities.
- Excellent communication and interpersonal skills.
- Competent IT skills, including experience with booking systems.
- Ability to problem-solve and adapt to changing requirements in a busy environment.
- Attention to detail, ensuring accurate bookings, invoicing, and event preparations.
- Ability to work independently and as part of a team, taking initiative when needed.
- A proactive approach to maximising venue use and balancing community and commercial needs.

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- Knowledge of health & safety regulations and risk assessments.
- Experience in handling invoices and working with finance teams.

We are an equal opportunities employer committed to fostering an inclusive, diverse, and supportive workplace where everyone can thrive. We celebrate differences and ensure that all qualified applicants receive fair consideration, regardless of background, identity, or experience. Wellbeing is at the heart of our culture - we actively promote a healthy work-life balance, provide mental health support, and create an environment where everyone feels valued and empowered to reach their full potential.

To apply, please send your CV and covering letter to **recruitment@trowbridgetownhall.com** Your covering letter should include a bit about yourself and explain why you're interested in the role.

Deadline: 9am, Thursday 28th August