

Job title	Events Coordinator	Date 19/08/2025
Reports to (title)	Front of House Manager	
Contract/Department	BBC/Front of House	Revision xxx
Location	BBC Cardiff Central Square	

Job purpose

Describe the overall purpose of the job in two or three sentences.

The Events Coordinator is responsible for the day to day running of the events operation within BBC Central Square. They will ensure that events are organised in line with BBC policies, while delivering excellent customer service and interaction in a professional environment. They will chair weekly meetings with key stakeholders, reviewing upcoming and recent events in the building, and will work closely with the Front of House team to keep them informed of site activities.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

Customer Liaison

- Deliver excellent and professional customer service
- To be a professional ambassador for the BBC and EMCOR
- Establish good working relationships with key stakeholders and customers so as to be recognised as the person to go to for events requests.
- Ensure that any Client/Customer requests/complaints are dealt with professionally and promptly.

Administration

- Host the weekly Events Approval meeting, liaising with key stakeholders regarding upcoming events
- Chair the weekly Property Management Group meeting, keeping stakeholders informed of site activities and challenges.
- Co-ordination and collation of events information as required
- Keep shared spreadsheets and trackers up to date
- Coordinate with production companies regarding filming on site, ensuring the correct documents have been submitted in line with building policy.

Health and Safety

- Liaise with and assist the BBC team as regards company H&S policies & procedures
- Responsible for health & safety in event spaces to ensure that any hazards are dealt with immediately and ensure all people always adopt safe working practices
- Ensure that anything QSHE related is dealt with within the required timeframes

Quality

- Conduct regular checks of event areas to ensure standards are maintained at all times i.e. cleanliness, maintenance, replenishment, equipment
- Ensure that work orders and requests are raised in the correct way, carried out and checks made upon completion to ensure standards are met

Teamwork & Communication

- Maintain constant communication with all other service lines to ensure minimal disruption to the building while events are taking place
- Sharing knowledge between the team as an ongoing form of communication and learning
- Liaise closely with all FM service teams to ensure that standards are maintained across all event areas.
- Ensure all tasks are logged with the helpdesk and a record of all tasks is kept up to date and managed through to completion

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- Immaculate planning and organisational skills
- Excellent communication and interpersonal skills
- Able to work under pressure and meet deadlines
- Positive and confident attitude, with the ability to be assertive when required
- Excellent client relationship building skills
- Happy to work within a team and to work independently when required
- Good Health and Safety knowledge
- Self-motivated and proactive, with a willingness to be flexible
- Understanding of business and operational needs
- IT literate
- Welsh language is desirable

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

Will be required to cover other areas of the Front of House team when needed.

Line Manager Signature	
Print Name	
Date	

Job Holder Signature	
Print Name	
Date	

Job Description

<i>FOR HR USE ONLY:</i>				
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>