

Job Description

Job Title	Apprentice Event Delivery Coordinator
Directorate	Neighbourhoods and Housing
Service Area	City Halls
Grade	AP2
Competency Level	1
Salary	£24,413
Job Type	Office Based
Location	City Halls (St Georges Hall, Croxteth Hall and Town Hall)
Disclosure and barring service (DBS)	Not applicable
Job Evaluation Ref No	N/A – Apprenticeship

Job Purpose

An 18-month apprenticeship undertaking the Event Assistant Level 3 qualification, working in a supported environment to develop skills and knowledge

Provide efficient and professional support in managing event inquiries, coordinating site visits, and assisting the Event Managers with operational tasks. This role is pivotal in ensuring a seamless client experience from initial contact through to event delivery

Directly Responsible For:

Not applicable

Directly Responsible To:

Event Delivery Coordinator

Main Areas of Responsibility:

There are several areas of responsibility, which are listed below

Enquiry Management

- Monitor and respond to emails in the general event inboxes promptly and professionally
- Triage incoming enquiries and allocate to relevant Event Managers or departments
- Maintain accurate records of enquiries and responses using CRM or booking systems

Client Management

- Act as a first point of contact for prospective clients, providing information on venue capabilities and availability
- Schedule and coordinate site visits, including diary management and preparation of visit materials
- Follow up with clients post visit to support conversion and gather feedback

Operational Support

- Assist Event Managers with administrative and logistical tasks related to event planning and delivery

- Prepare event documentation including booking forms, contracts and operation schedules
- Liaise with internal departments (e.g; catering, facilities, security) to support event coordination

Systems & Reporting

- Update and maintain booking systems and client databases
- Generate reports on enquiry volumes, conversation rates and client feedback
- Support continuous improvement by identifying trends and suggesting process enhancements

Supervision and Management Responsibility:

- No supervisory or line management responsibilities

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- As a direct reflection of our business, you will take personal pride and maintain a high standard of professional appearance whilst on duty



- The needs of our busy venues are fluid; working in this role is not a 9am-5pm Monday to Friday role. You agree to work flexibly over a 7-day week when required, which may include unsociable hours, weekends and bank holidays; this will be allocated on a roster basis
- Whilst you may be allocated a primary place of work, you agree to work flexibly across St George's Hall, Liverpool Town Hall and Croxteth Hall to support the delivery of all scheduled activity
- You may be required to sit or stand for long periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- Ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills



required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- 3 GCSEs Grade A*-C/9-4 including English and maths (A,I)
- Desire to learn and progress by undertaking training to obtain necessary skills and knowledge for the role (A,I)

Desirable

- Interest in Event Management

Experience

Essential

- Knowledge of IT software packages, e.g., MS Office packages including Word, Excel and Outlook (A,I)
- Providing excellent customer service within a busy environment (A,I)
- Experience of working as part of a team to achieve objectives (A,I)

Desirable

- Willingness to train in Client Relationship Management (CRM) and venue management systems for meetings and events



Skills/Abilities

Essential

- Demonstrate good communication skills, both orally and in writing and be able to communicate effectively with staff, managers and members of the public (A,I)
- Good organisational skills, able to work under pressure to meet deadlines (A,I)

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- Able to attend evening, public and other work-related meetings (A,I)

Desirable

- An enthusiastic, self-motivated, positive professional with an adaptable, flexible approach to work.