

Functions Manager

Are you a natural organiser with a flair for creating unforgettable experiences?

We're looking for a Functions Manager to lead the planning and delivery of exceptional functions at Marwell Zoo. From conferences, exhibitions, and family fun days to unique evening safaris – no two days will be the same.

Salary £29,000 per annum.

This is a fantastic opportunity for someone with a strong background in event planning and a passion for creating stand-out experiences. You'll manage client relationships, coordinate logistics, and bring events to life from concept through to delivery.

What you'll bring:

- Proven experience in planning and delivering successful functions and events
- Outstanding organisation, communication, and time-management skills
- Confidence in managing budgets, suppliers, and client expectations
- A hands-on approach – from pitching ideas to setting up equipment
- Flexibility to work varied hours in a fast-paced visitor attraction environment

A full driving licence is essential, and previous experience in a visitor attraction is a bonus. If you're driven by delivering excellent service and love working in a vibrant, mission-led organisation, we'd love to hear from you.

In return we will offer you support, training and continued professional development, not to mention a fantastic working environment! You can also expect free entry to the park.

If you would like to join our unique and vibrant organisation to become a part of the Marwell Family, please view the full candidate brief below and send a completed application form to jobs@marwell.org.uk.

Closing Date: 04 May 2025

Interview Date: 14 May 2025

Functions Manager

Role Profile

Job Title:	Functions Manager
Salary:	£29,000
Hours:	35 hours per week. 5 days from 7 - including weekends, evenings and Bank Holidays as required.
Benefits:	Pension at 5%, 33 days annual leave including Bank Holidays (pro rata)
Location:	Marwell Zoo
Reports to:	Head of Fundraising & Events

Key Internal Contacts

- Events Team
- Communications & Design teams
- Commercial Team, including Retail, Admissions, Guest Experience and Catering
- Infrastructure & Landscapes teams
- Health & Safety Advisor
- Finance Team
- Animal Care, Conservation and Education teams

Key External Contacts

- Existing and prospective clients
- Park guests
- Suppliers & contractors

Role Purpose and Role Dimensions:

Marwell Zoo is a dynamic and unique venue dedicated to connecting people with nature through memorable and stand-out experiences.

We are seeking a confident and experienced Functions Manager to lead the planning, execution, and management of functions at Marwell Zoo. This includes (but is not limited to) conferences, corporate meetings, events and brand activations, Family Fun Days, exhibitions and evening safaris. The successful candidate will also play a key role in supporting our flagship winter event, Glow Marwell.

The ideal candidate will have a passion for delivering exceptional client experiences, outstanding organisational skills, and the ability to manage events from conception to completion while ensuring high-quality service and smooth event delivery.

Key Responsibilities

- **Event Management:** Lead the planning and execution of events from concept to completion, ensuring seamless organisation and delivery.
- **Client Engagement:** Liaise with clients (both external and internal) to understand their needs, manage expectations, and provide regular updates.
- **Event Delivery:** Coordinate with internal teams and external suppliers to ensure smooth service delivery.
- **Pipeline Management:** Maintain an active pipeline of prospective clients, implementing strategies to convert enquiries into confirmed bookings.
- **Budget Oversight:** Supporting the achievement of forecast and budgeted income targets, you will oversee the Functions budget, track expenses, and maintain accurate financial records.
- **Administrative Duties:** Handle enquiries, update booking databases, prepare invoices, and maintain records.
- **Event Setup:** Prepare venues, including setting up equipment, moving barriers, and arranging event infrastructure.
- **Event Evaluation & Feedback:** Develop and implement processes to collect customer feedback, analysing insights to improve future event offerings and service quality.
- **Team Leadership:** Lead a small team of casual events assistants, providing training and supervision.
- **Database Management & GDPR Compliance:** Oversee the maintenance of accurate client and event records, ensuring compliance with GDPR and best practices in data protection.
- **Business Growth:** Identify and pursue opportunities to grow the functions business through creative event concepts and partnerships. Assist with the development of new park events, proactively seeking calendar additions and event improvements.
- **KPI Management:** Monitor, report on, and achieve departmental key performance indicators (KPIs), ensuring continuous improvement and operational success.
- **Senior Management Support:** Deputise for the Senior Event Manager when required.

The Candidate

Qualifications & Experience

Essential

- Exceptional organisational and time-management skills with a proven track record of planning and delivering successful events.
- Strong project management skills with the ability to manage multiple events simultaneously while maintaining high levels of attention to detail.
- Excellent communication and interpersonal skills, with a customer-focused approach.
- Experience in client relationship management, including handling enquiries and managing client expectations.
- Experience in managing a sales pipeline, with a proven track record of converting enquiries into confirmed business.
- Demonstrated ability to maximise event profitability through budget management and cost control.
- Understanding of risk assessments, health and safety regulations and licensing requirements for events.
- Ability to evaluate event success through customer feedback and performance metrics, using insights to drive improvements.



- Knowledge of database management and GDPR compliance in an events or customer-focused environment.
- Ability to work effectively both independently and as part of a collaborative team.
- Flexibility to work evenings, weekends, and bank holidays as required.
- Good working knowledge of Microsoft Office applications.
- Full driving license to ensure you can move equipment easily around the park.

Desirable

- Experience working within a visitor attraction or similar environment.
- Proven experience of negotiating with and managing third-party suppliers and contractors.
- Passion for wildlife conservation, aligning with Marwell's vision of promoting balance in the natural world.