Job Description

Job Title: Conferencing and Events Officer
Accountable to: Head of Conferencing and Events
Accountable for: N/A
Liaison with: Students, Staff, Fellows

Overview of Role

Under the leadership of the Head of Conferencing and Events, the Conferencing and Events Officer will be responsible for the oversight and coordination of all aspects of hospitality, events and conference activities and resources of University College in support of the college’s overall objectives of excellence in higher education and research.

The Conferencing and Events Officer is responsible for entering accurate and timely information onto the hospitality computer system (KX), liaising with all internal departments, students and external contacts to enable the events team to deliver a professional service. The post holder is to work closely with the Catering Manager and the Events Officer (Alumni) to ensure information is shared and communicated between all parties at all times.

Specific Duties

- Manage the DB calendar in consultation with DB colleagues, to ensure no conflict of business with internal operations, ensure this is kept up to date, at least 2 years in advance and all the information is on KX.

- Ensure information relating to numbers, dietary requirements and delegate information is received on time and entered onto the system. Then communicate this information to all relevant parties through accurate and timely loading of information to KX.

- Liaise with internal staff and external customers to clearly identify the event resources, advise clients/college staff on how events are delivered and ensure all information is accurately communicated to the DB team.

- Manage the online meal booking system, ensuring the system is working correctly, liaise with students/staff and old members when required for bookings. Liaise with Treasury to ensure all information is correct each term.

- Assist in the organisation of different formal hall themes to include international celebratory events diary.
• Support the summer school and business development efforts ensuring contracts are prepared and sent in advance, deposit invoices raised and deposits received before delegates come into residence. Ensure that full details of the schedules of each group are clearly annotated on KX, so they can deliver the conference efficiently and professionally.

• Ensure the Head of Conferencing and Events is updated weekly with information on all bookings, events, issues and feedback. Discuss and plan improvements for events in college.

• Book external resources for events: marquees, tables, chairs, pa systems, consumables etc. as required in discussion with the Head of Conferencing and Events and Catering Manager.

• Support the Accommodation Officer and Internal Events Officer during the conference periods and annual/Alumni events as directed by the Head of Conferencing and Events.

• Ensure all quotations and prices offered are competitive and revenue generation is considered where appropriate.

• Liaise with the SCR Steward, Hall Manager and Wine Fellow to ensure information on wines used at dinners is received in a timely manner and used for invoice purposes.

• Coordinate all aspects of planning for each event as required, including any branding material, signage, AV, table plans, name cards and menus etc.

• After events finalise quotes and produce invoices within 2 weeks. Check regularly that payments are received. Gather feedback and communicate with all relevant staff.

• Conduct formal evaluations of events as required using verbal and online surveys/emails. Back-brief the Head of Conferencing and Events and the Catering Manager on feedback from clients. Support FOH on day of events as required meeting clients and ensuring all preparations have been made as agreed.

• Attend termly Conference Managers Meetings in consultation with the Head of Conferencing and Events and report back to the team.

• Manage the AV calendar and delegate jobs to trained staff members.

• Coordinate the provision of training and refresher training within the domestic team, in liaison with HR.

• Coordinate the recruitment of casual summer staff across the domestic team.

• Manage the payroll input for the domestic team for forwarding to HR.

• Manage the DB uniform stock. Order new items when requested, regular stock checks and issuing clothing when requested by a Head of Department.

• Any other duties commensurate with the role and grade.

Other relevant duties may be specified by the Head of Conferencing and Events from time to time.
Person Specification

Qualifications, Skills and Experience

**Essential**

- Good general level of education
- Experience of various ICT systems to include MS Office and EPOS and Kinetics
- Excellent written and spoken English with an appreciation of different audiences
- Effective listening, verbal and written communication skills
- Ability to build and maintain relationships with people at all levels
- Highly organised, with impeccable attention to detail in all work undertaken
- Ability to work calmly under pressure, to prioritise and manage a varied workload
- Ability to work effectively in a constantly busy environment

**Desirable**

- Experience of working for an Oxbridge college or in events management environment
- Experience of EPOS and Kinetics systems
- Good at working as part of a team and on own initiative
- Professional and friendly manner