Job Description

Events Administrator

Salary: Grade 4
Contract: Full time, ongoing
Location: Canterbury Campus
Responsible to: Head of Conferencing and Events
Job family: Administrative, professional and managerial

Job purpose

To support the Senior Events Coordinator with all administration and client/stakeholder liaison required to ensure the smooth execution of all events, taking the lead on specific projects/events as assigned by the Senior Events Coordinator.

The sales and administration of bed and breakfast accommodation, external and internal meetings, functions and events (on and off campus) in particular maximising revenue opportunities from internal academic and administrative departments and local market including but not limited to meetings, dinner dances, functions and events, ensuring consistently high levels of customer satisfaction.

Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Promote and sell the University facilities to event organisers, both internally and externally through regular communication and via a range of media and attendance at relevant trade shows and forums
- Manage the allocation of bedrooms, meeting rooms and catering venues to all clients under your control ensuring that their requirements are met whilst maximising the occupancy of spaces on campus
- Provide accurate information to other departments and stakeholders to ensure that a client's operational requirements are met, and events run smoothly
- Administer the day-to-day internal catering and meeting room bookings. Ensure all departmental cost codes supplied by the booker are correct before posting final charges to departmental codes and advising clients of the charges that have been processed
- Administer the day-to-day bed and breakfast and Beverley Farmhouse accommodation bookings and availability
- Assist in the development, promotion and management of our web based on-line B&B / event management portals to clients. Set up and manage specific promotion codes/URL booking links for each event requiring this service
- Maximise all revenue opportunities for Commercial Services and deliver high levels of customer satisfaction, ensuring that all client needs, and requirements are met.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Responsible for the processing of conferences, events and business/leisure travel bookings; management of multiple event bookings simultaneously.
- The role holder will need to be able to work autonomously and timely, as all conference office financial processes will need to be processed accurately and timely. Operational staff are updated with client requirements and expectations.

Facts & figures

The Conference Office has an annual revenue budget of between £3 and £4 million and is responsible for generating income from the hire of University facilities. During spring and summer vacation, the Conference Office operates a thriving conference, groups and events business and is responsible for promoting 4,000 bedrooms, 100 classrooms/lecture theatres, dining, and leisure facilities. During term time, the Conference Office has exclusive use of Darwin Conference Centre and generates revenue through non-residential day meetings, dinner/dances and awards ceremonies.

Internal & external relationships

Internal: Academic and professional service departments/staff using our services, catering management and staff, housekeeping and reception management and staff, UOK departments providing us with services (Arts Centre, Kent Sport, Information Services and Estates)

External: Clients and organisations using our facilities and services, Professional Conference Organisers, Agents/OTAs and external suppliers.

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Night work for evening functions or meetings may be required
- Working in isolation
- Regular use of Screen Display Equipment
- There may be a requirement to work evenings and weekends

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- Educated to GCSE with Grade C/4 English and Maths or equivalent (A)
- Great communication skills, both written and verbal (A, I)
- Excellent computer skills, in particular Microsoft Office packages (A, I)

- Experience in front facing customer service, preferably within event coordination (A, I)
- Experience in administering web-based B&B booking software (A,I)
- Great attention to detail and accuracy (A)
- Excellent interpersonal skills with the confidence and ability to deal with people of all levels both on the telephone and face to face (I)
- Ability to prioritise and organise own workload and use initiative, working independently (I)
- Excellent team working skills (I)
- Relevant Food and Beverage knowledge (menu interpretation and service styles) (I)
- A willingness to undertake further training in the conference & events and customer services disciplines (I)
- Willingness to work outside of normal working hours when required (I)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day-to-day work of the role (I)

Desirable Criteria:

- ECDL or relevant office administration equivalent (A)
- Degree and/or Experience in Event Management, Travel and Tourism fields or equivalent (A)
- Experience in the use of the conferencing, catering and residential modules of KX Event Management software at administrative and operational level (A,I)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage