

Job Description

Events Co-ordinator

Salary:	Grade 5
Contract:	Full time, ongoing
Location:	Canterbury Campus
Responsible to:	Senior Events Co-ordinator
Job family:	Administrative, professional and managerial

Job purpose

The purpose of this role is to assist the Senior Events Co-ordinator in delivering the University's Event Management and Delegate Registration Service to a range of internal and external clientele, maximising income whilst providing first rate levels of service. You will be required to deputise for the Senior Events Co-ordinator in their absence regarding conference and event queries and enquiries.

The sales and administration of conferences, meetings and events, with particular emphasis on maximising revenue opportunities from internal academic and administrative departments and the external market whilst ensuring consistent 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
- 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
- Ensure timely and accurate billing of all events under your control, preparing and raising deposit and final invoices accordingly whilst ensuring income is posted to the correct internal cost/income codes
- Maximise all revenue opportunities for Commercial Services and deliver high levels of customer satisfaction, ensuring that all client needs and requirements are met.
- Represent the University, at various travel trade shows, exhibitions, conferences, industry forums and networking events both in the UK and overseas.

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.

- Providing your clients with sound financial and contractual advice whilst ensuring that risk/exposure to the university is minimised.
- Negotiation of rates and provide detailed event quotations for new and existing clientele, maximising revenue by using autonomy and initiative.

- Client/operational relations – ensuring that all operational staff are updated with client requirements and expectations.
- Administration – processing of conferences, events and management of multiple event bookings simultaneously.
- Ensuring all conference office financial processes are processed accurately and in a timely manner.

Facts & figures

The Conference Office has an annual revenue budget of circa £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, Societies, Associations, Kinetics, WPM personnel and external suppliers.

Health, safety & wellbeing considerations

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

- Evening and weekend work for functions or meetings may be required
- Working in isolation
- Regular use of Screen Display Equipment
- Vocational driving on and off campus (includes use vans, buggies)

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 Grade C/4 English and Maths or equivalent (A)
- A formal qualification in Event Management, Hospitality or Tourism (or equivalent) (A)
- Computer literacy and a good knowledge of Microsoft Office (or similar) and its various applications (A)
- Experience of Event Co-ordination gained in a large-scale, high-volume conference or events orientated hotel or venue (A)
- The ability to, and experience of, planning, servicing and project managing large scale conferences and events independently (A,I)
- Experience of running several events simultaneously (A,I)
- Experience of co-ordinating venue management, caterers, contractors and equipment hire (A)
- Knowledge of the conference market sector (I,T)
- Experience in promoting and marketing the conference and event facilities (I,T)

- Demonstrate excellent communication skills including spoken and written English with attention to detail and accuracy (A)
- Excellent interpersonal and presentation skills with the confidence and ability to deal with people of all levels on the telephone, face to face and by email (A) Changed from I to A
- Ability to prioritise and organise own workload and use initiative (I)
- Aptitude and creativity to use a variety of software systems (A)
- Flexible approach to work with a willingness to work outside of normal working hours when required (I)
- Ability to work to deadlines in a busy and pressurised environment (A)
- A willingness to undertake further training in the conference & events and customer services disciplines (I)
- Enthusiastic, motivated, efficient, proactive (I)
- Ability to work closely with colleagues as part of a team (I)
- Willingness to work outside of normal working hours when required (I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day-to-day work of the role (I)

Desirable Criteria:

- Degree or relevant qualification in Event Management (A)
- Experience in financial processes and procedures (I)

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