



Bishop Grosseteste University

Job Description

Title of Post: Conferencing and Events Co-Ordinator

Department: Conferencing and Events

Grade: Grade 4

Responsible to: Conferencing and Events Manager

MAIN PURPOSE OF THE JOB

As a key part of the Events Team working alongside the Conference and Events Manager, the post holder will be pivotal for all aspects of high-quality service delivery to clients for events that focus on:

- Generating conferencing, accommodation and The Venue income from external business and organisations.
- Community engagement, including support for the Cinema screenings and Theatre Productions within The Venue.
- Internal events.

The post holder will develop customer service standards with suppliers, service providers and other stakeholders (both internal and external to the University), to ensure effective and efficient service delivery and client satisfaction. It is essential that the post holder is self-driven and dynamic as the workload will be varied and challenging. Flexibility is also essential as the post includes evening and weekend work.

SPECIFIC DUTIES AND RESPONSIBILITIES

1. Respond to enquiries and provide a 'front-of-house' service and back-office functions for events on campus, dealing with requests from internal and external stakeholders. This includes overseeing events and screen showings within The Venue.
2. Ensure that bookings are planned, organised and delivered to the expected standard and that professional relationships with all stakeholders are developed and maintained.
3. Co-ordinating bookings via internal/external stakeholders and colleagues via the use of internal management systems ensuring that requirements can be fully met.
4. Ensure that bookings, arrangements for events and customer management details are entered accurately on appropriate systems in a timely manner and updated as necessary.
5. Support the operational delivery of events by ensuring that all customer and operational service and delivery standards are met.
6. Assist with the production and delivery of a comprehensive BGU Events Calendar.



7. Be the first point of contact for clients and be able to promote and market our services and facilities in person and through media channels as appropriate.
8. Lead on invoicing for events including taking deposits and finalising invoices payments by raising invoices through our KX system whilst following financial credit control policies and procedures.
9. Report any unpaid invoices to the Conferencing & Events Manager.
10. Comply with health and safety regulations, licensing and entertainment laws, and the policies, guidelines, procedures and regulations of Bishop Grosseteste University.
11. Promote events via a variety of communications channels and assist in the production of accurate data analytics for all events.
12. Attend promotional events as required.
13. Attend appropriate training and staff development sessions and participate in the Annual Performance Review process.
14. Undertake any other duties as may reasonably be required.

MAIN CONTACTS

- Conferencing and Events Manager
- External Stakeholders

LIMITS OF AUTHORITY

- The post-holder must operate within the University's guidelines, procedures and regulations related to academic affairs.
- The post-holder must operate within all the University's institutional policies and codes of practice.

The above list of job duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post.

PERSON SPECIFICATION

Conferencing and Events Co-Ordinator

	Essential	Desirable
Education/Qualifications and Special Training	Level 2 or higher NVQ or Apprenticeship in Event Management or Marketing, or equivalent.	Level 2 or higher NVQ or Apprenticeship in Business Management.
Experience	<p>Employment or volunteering in a conference or event related role or in a customer focused environment.</p> <p>Ability to organise and manage work across a number of simultaneous workstreams.</p>	<p>Experience in the organisation and delivery of a busy events calendar.</p> <p>Familiarity with regulations for Premises License and Health and Safety Legislation.</p>
Knowledge and Skills	<p>Competence with Microsoft Office applications (especially Word, Excel and PowerPoint).</p> <p>Ability to work collaboratively, as part of a team and sustaining good working relationships.</p> <p>Effective communication skills – strong oral and presentation skills; able to convey information that requires careful explanation in a clear, confident and engaging way.</p> <p>Must be experienced in responding to enquiries ensuring an efficient service is delivered.</p>	<p>Experience of management systems with the ability to enter all requirements onto computerised booking systems, so that the operating areas are aware of what they need to deliver.</p> <p>Experience of invoicing for events including taking deposits and finalising invoices through internal systems.</p> <p>Knowledge of film screening/film showings and operating a projector within a cinema.</p>
Personal Attributes	<p>Proactive in approach to workload, self-motivated and flexible.</p> <p>Professional manner at all times.</p> <p>Organised, initiative and resilient.</p>	