

BISHOP GROSSETESTE UNIVERSITY

JOB DESCRIPTION

Title:	Commercial Events Officer
Hours:	Full Time 37 hours per week
Salary:	Grade 4
Reporting to:	Conferencing and Events Manager

Job Summary

Working alongside the Conferencing and Events Manager and be a key part of the Events Team and will mainly focus on commercial activities that utilise the University's commercial performance and cinema facilities although not exclusive to those facilities. The post holder will work collaboratively with the team to bring together all the different strands, from enquiry through to service delivery, ensuring delivery of a great experience for all guests.

The role will have a commercial focus and will aim to ensure that that the following criteria are achieved through the delivery of events, performances, cinema screenings etc and should focus its resources on events that:

- Enhance the student experience
- Generate profit from external events
- Community engagement
- Outreach

An essential part of the role will be developing customer service standards with a variety of suppliers and service providers, both internal and external to the University, to ensure smooth running of operations and customer satisfaction. It is essential that the post holder is self-driven and dynamic as the workload will be varied and challenging.

The hours of work will be based on a 37-hour week, working 5 days out of 7, and will include evenings and weekends as necessary to support the business need.

Key Tasks

1. Respond to enquiries and opportunities in conjunction with the Conferencing and Events Manager and assist them to pursue opportunities to develop further business specific to the job role.
2. To research and book film and other content suitable for the designated target audiences identified in collaboration with internal and external partners.

3. Working alongside the Conferencing and Events Manager, you will ensure that each booking is delivered to the expected standard and that relationships with external and internal service suppliers are developed as necessary to meet timings and expectations.
4. To provide the operational delivery, specific to the scope of the role, by ensuring that all customer and operational service and delivery standards are met, performing front-of-house duties, back-office functions, and updating internal and external systems, including acting as the key contact for our programming provider and our film transportation team.
5. Assist with the planning and delivery of student events on a weekly basis during term-time, in agreement with the Students' Union.
6. To ensure the accuracy of information within our customer management systems, ensuring that updates and changes are input into the matrix and notified to all relevant parties in an effective and timely manner.
7. Assist with the planning and delivery of an annual calendar of community engagement events per, to be planned and agreed before the new academic year.
8. Assist with the production of a comprehensive BGU Events Calendar by engaging with other departments, such as CELT, HR, BG Futures, Students' Union, Recruitment and Admissions.
9. To project manage events as directed by the Conferencing and Events Manager, leading on organisation, and managing activities where required and aid as required to the team/department.
10. Ensure compliance at all times with health & safety regulations, licensing, and entertainment laws.
11. To work closely with other departments to ensure BG offer the best possible experience to our customers.
12. To promote events via a variety of communications channels.
13. To attend appropriate training and staff development sessions and participate in the annual appraisal process.
14. To comply with the University's Health and Safety Policy, legislation, and practice
15. To maintain professional standards in relationships, including non-discriminatory practices

16. To undertake any other duties as may reasonably be required.
17. The post-holder must operate within the guidelines, procedures, and regulations of Bishop Grosseteste University.
18. The post-holder must operate within the University's Financial Regulations, Diversity and Equality Policy, Race Equality Policy, and other relevant University policies.

PERSON PROFILE
Commerical Events Officer

	Core	Supplementary
Education/qualifications and special training	Level 2 or higher NVQ or Apprenticeship in Event Management or Marketing.	Level 2 or higher NVQ or Apprenticeship in Business Management.
Experience	<p>Experience gained working in a similar role within conference or event management.</p> <p>Screen program management for wider participation cinema and arts outlet</p> <p>Experience of working in a customer focused environment</p>	<p>Experience gained within another customer facing environment with a high service element.</p> <p>Affiliation with cinema bodies e.g., BFI</p> <p>overview of a cinema website and seat booking system</p> <p>Experience in the organisation and delivery of a busy events calendar.</p>
Knowledge and skills	<p>Able to use and utilise Microsoft Office applications, especially Word, Excel, and Power point.</p> <p>Ability to prioritise work and to work as part of a team</p> <p>Able to manage a busy and diverse workload, prioritising and responding to urgent situations in a calm and professional manner.</p> <p>Effective communication skills and able to work collaboratively with other departments; approachable</p>	<p>Experience of training others in specific tasks, providing demonstration or explanation as required.</p> <p>Able to evaluate own performance and that of others and of providing feedback.</p>

	<p>and supportive, able to sustain good working relationships.</p> <p>Strong oral and presentation skills; able to convey information that requires careful explanation in a clear, confident, and engaging way.</p>	
Personal attributes	<p>Able to manage a busy and diverse workload, prioritising and responding to urgent situations in a calm and professional manner.</p> <p>Excellent communication skills; approachable and supportive, able to build and sustain good working relationships.</p> <p>Proactive in approach to workload, self-motivated and flexible.</p> <p>Professional attitude always.</p>	