

### JOB DESCRIPTION

<b>Job Title:</b>	Conference & Events Co-ordinator
<b>Department:</b>	Commercial Services
<b>Contract:</b>	Full-time, Fixed-Term (18 Months) with potential opportunity for a permanent position
<b>Salary Range:</b>	£22,847 - £23,487
<b>Salary Grade:</b>	SS2
<b>Report To:</b>	Head of Commercial Services
<b>Job Purpose:</b>	To operationally co-ordinate and support commercial events.
<b>Main Duties &amp; Responsibilities:</b>	<ol style="list-style-type: none"> <li>1. Proactively seek and convert conference/event enquiries into sales.</li> <li>2. Carry out all necessary administrative duties related to externally-booked events including the processing, amendment and updating of bookings, deposit/pre-payments, invoicing and post-event feedback.</li> <li>3. Organise and attend 'show rounds' for new and prospective clients.</li> <li>4. Develop lasting business relationships with clients and to generate repeat business.</li> <li>5. Maximise sales across accommodation, meetings events, conference activities, promoting the University's facilities.</li> <li>6. Create and issue function sheets and issue/communicate to relevant departments.</li> <li>7. Ensure high levels of customer care within the venue(s). Meet user groups, carry out user feedback and client engagement.</li> <li>8. Handle customer complaints sympathetically and in a timely manner.</li> <li>9. Working alongside the Head of Commercial sales to identify and build upon new business opportunities.</li> <li>10. To ensure practice is in line with the requirements of the General Data Protection Regulations.</li> </ol>

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	<p>11. To commit to upholding the principles of Safeguarding and the PREVENT agenda.</p> <p>12. Any other duties commensurate with the nature and grade of the post.</p>
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**PERSON SPECIFICATION**

<b>Post:</b>	Conference & Events Co-ordinator	<b>Weighted criteria</b>
<b>Experience:</b>		
1	Conference/Event and/or Sales experience	
2	Current marketing practice in the conference/events sector.	
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<b>Skills &amp; Abilities:</b>		
6	Commercial awareness; target driven.	
7	Proven organisational skills with the ability to work accurately under pressure and to deadlines effectively managing conflicting priorities.	
8	High attention to detail and the ability to work logically and systematically.	
9	Confident and effective communicator (written and verbal), using a range of methods including telephone and social media.	
10	High level of IT skill, including use of MS Office.	
<b>Education &amp; Qualifications:</b>		
11	Level 3 qualification in a Business related discipline	
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<b>Training &amp; Professional Development:</b>		
16	Demonstrate commitment to continuous professional development and a willingness to participate in any training deemed necessary.	
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<b>Other:</b>		
21	Flexible approach to work.	
22	An understanding of the principles of Safeguarding and the PREVENT agenda in the context of further and higher education.	
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