**St Hugh’s College**

**Job Description**

**September 2016**

1. **Job title**: Conference and Accommodation Assistant
2. **Reports to**: Conference and Events Manager and Accommodation Manager
3. **Direct reports**: None
4. **Job summary**: To provide administrative support to the Conference and Accommodation offices
5. **Key relationships**: Fellows, College Staff, Students and External Customers
6. **Key responsibilities**:

* To build relationships with internal and external customers to ensure that client’s requirements are met during their meeting or event.
* To respond promptly to emails and telephone queries and communicating with all other departments to ensure the smooth running of both the Conference and Accommodation offices.
* To undertake event preparations (both internal and external), including ensuring rooms are set up correctly and catering requirements are met. This will involve liaising with Housekeeping, Porters and Hall/Kitchen staff as appropriate to ensure that all departments are aware of requirements and expectations.
* To assist the Accommodation Manager with processing vacation residence applications, Admissions and other major accommodation related events.
* To assist with and host functions when necessary.
* To assist the Conference and Events team in setting up meeting rooms and to make sure the standards are maintained according to the College’s expectations.
* To undertake other general administrative tasks for the Conference and Accommodation Offices.
* To support the Conference and Accommodation offices during absences.
* To carry out any other reasonable duties as requested by the Conference and Events Manager and Accommodation Manager.

7. **Selection Criteria**:

**Essential**

*Specialist Knowledge:*

* Excellent written and verbal communication skills.
* Work well under minimal supervision.
* Be able to work independently in arranging and managing a heavy and varied workload, and take personal responsibility for achieving deadlines.
* Be a good communicator with an excellent telephone manner.
* Work quickly while demonstrating close attention to detail.
* Work with tact and diplomacy, possess a good sense of humour, and be adaptable in dealing with people from different backgrounds and with different needs.
* Have experience with computer packages, including Microsoft Word, Excel and Outlook, together with a database package. Experience of Kinetics would be advantageous.
* The successful candidate will be confident, determined, a team player, and will demonstrate a positive and flexible approach to work.
* Must be physically fit.
* To be able to process internal and external invoices accurately and on time.

*Customer focus*:

* Strong attention to detail.
* Ability to identify and meet the needs of both internal and external customers in order to deliver a high-quality service.
* Ability to communicate effectively with College members at all levels of seniority.
* To assist the Conference and Accommodation teams in reviewing guest feedback obtained from clients, both internally and externally, and to help ensure quality levels are consistently maintained to the agreed levels.

Teamwork/communication:

* Strong team-player, understanding how different skills and roles in a team work together to maximise productivity.
* Having a flexible and approachable attitude to meet College needs and customer demands at all times.
* Previous experience in a high volume operation
* Previous experience delivering both dining and conference service.
* Have the ability to be able to work under pressure in difficult situations.
* Positive Attitude
* Candidates will also need to demonstrate strong communication and customer service skills.

*Personal Motivation*:

* A positive and helpful attitude towards work and colleagues.
* Ability to work independently and in a team.

**Terms and Conditions**

Salary £18,018 - £20,787 per annum

37.5 hours per week. Evening and weekend work will be required for which time off in lieu will be given

Free lunch at all times of the year when College meals are available

38 days holiday per year, which includes public holidays and Christmas closure period

Oxford Staff Pension Scheme