

**St Hugh's College - Job Description**  
**November 2023**

- 1. Job title:** Deputy Conference and Events Manager
- 2. Hours:** 37.5 hours per week (some weekend and evening work as required)
- 3. Salary:** **£31,141-£39,390**
- 4. Reports to:** Conference and Events Manager
- 5. Direct reports:** Conference and Events Co-ordinator
- 1. Job summary:** To provide exceptional customer service to all stakeholders of the Conference Office, both for internal and external events. To ensure conference activities are maintained to a high standard by delivering a professional, hospitable and efficient service.
- 6. Key relationships:** College Staff, Students, Commercial clients and Contractors
- 7. Main responsibilities:**
  - Assist the Conference and Events Manager to maximise income generation for the College and ensure that space is maximised, taking into account the demands of the College's core academic purpose.
  - In collaboration with the Conference Manager, be responsible for the overall high standard of delivery of all events, both internal and external, which will include some weekend and evening work as required.
  - Act as the main point of contact for major clients and potential clients. Build successful relationships with all clients through flexibility, expertise and outstanding hospitality.
  - Assist the Conference and Events Manager with producing and maintain marketing strategy and delivery plans.
  - Deputise for the Conference and Events Manager as required.
  - Be responsible for writing, reviewing and updating College general event risk assessments for regular function room usage and ensuring they are implemented for internal and external bookings including making sure that Health & Safety standards are maintained at all times.
  - To develop and implement upgrades to the College's audio-visual equipment in partnership with the College IT team with consideration of client and industry demands/expectations.
  - Be confident in financial aspect of events including preparing quotes, raising invoices, extracting revenue information, and profitability reports.
  - Line manage and develop the Conference and Events Coordinator.

**Selection Criteria**

**Essential**

- Experience of organising conference and events.

- Previous experience in a customer focussed environment
- Excellent written and verbal communication skills and a good level of numeracy
- A confident and friendly approach with the ability to build relationships with people at all levels, both internally and externally.
- Be creative, with an ability to solve problems under pressure, working closely with colleagues and clients.
- Ability to use own initiative and work efficiently in a busy environment
- The ability to organise own workload and to work to deadlines
- Work with tact and diplomacy and be adaptable
- Have experience with computer packages, including Microsoft Word, Excel and Outlook, and with manipulating spreadsheets, and handling databases.
- The ability to work as part of a team and demonstrate a positive and flexible approach to work.
- Good knowledge and experience of using and handling AV equipment, including microphones, mixing desks, live streaming switchers, portable projectors and laptops.

*The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by changing needs and the overall business objectives of the College.*

#### **Desirable**

- Experience of the Kinetics software system or other conferencing software.
- Possess a good understanding of hybrid events and how they work (training will be given).
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#### **Benefits**

- Pension: employment with the College provides enrolment into the Universities Superannuation Scheme (USS) / Oxford Staff Pension Scheme (OSPS).
- Annual leave: 30 days of annual leave and 8 public holidays per year for full time equivalent staff (8 days of annual leave is reserved to cover the Christmas break when the College is closed).
- Meals: provision of meals free of charge while on duty when the kitchens are open and tea and coffee.
- Health & Wellbeing:
  - Employee Assistance Programme – a free confidential telephone helpline with access to face-to-face counselling.
  - Free annual flu jab.
  - Free eye tests for all staff and a contribution towards new glasses if your prescription has changed.
- Travel Pass Loan: a discounted travel scheme is available with monthly deductions from salary.
- Cycle to Work Scheme/Bike Loan: monthly deductions from salary.
- University Staff Benefits: staff at Oxford can enjoy a wide range of benefits through the University including retail and free visitor access to the University's colleges, gardens, libraries and museums, and events.

#### **How to Apply**

To apply for this role please download, fill out and submit an application form and equal opportunities monitoring form and send alongside a copy of your CV via email to [hr@st-hughs.ox.ac.uk](mailto:hr@st-hughs.ox.ac.uk). References will be taken up for the successful candidate.

**Closing date:** **Wednesday 3<sup>rd</sup> January 2024**

**Interviews:** It is anticipated that interviews will be held in person at St Hugh's as Week commencing 15<sup>th</sup> January 2024.