

St Hugh's College - Job Description
October 2023

- 1. Job title:** Conference and Events Coordinator
- 2. Hours:** 37.5 hours per week (with some weekend and evening work as required)
- 3. Salary:** £25,194.00 - £28,294 (up to a discretionary range of £29,698 for exceptional candidates)
- 4. Reports to:** Deputy Conference and Events Manager
- 5. Direct reports:** None
- 6. Job summary:** The Conference and Events Coordinator will support the Conference and Events team with the effective delivery of college and external events with a helpful, friendly and customer focused approach.
- 7. Key relationships:** College Staff, Students, Commercial clients and Contractors
- 8. Main responsibilities:**
 - Provide a high level of customer service at all times, including handling and resolving enquiries from clients, both face to face on the phone and over email.
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 - To take bookings in a friendly and helpful manner, communicating with guests, students, staff and fellows to ensure all details are collected and that all requirements can be met.
 - Co-ordinating all arrangements for allocated College Internal Events.
 - To produce menus; table plans and place cards as well as checking relevant Health and Safety documents including Risk Assessments, with reference to the Deputy Conference and Events Manager.
 - To ensure that the conference and meeting rooms are set up to a consistently high and safe standard to meet the event specification
 - To be flexible in assisting the successful running of out of hours internal events
 - With assistance of the Conference & Events Manager set B&B rates for the vacation periods.
 - To produce a competitor analysis for B&B business on a regular basis to ensure the college fully utilises capacity
 - Assisting the Conference Team with wedding planning, including liaising with external contractors
 - To build successful relationships with large repeat clients
 - To raise invoices and booking contracts for external events along with reviewing terms and conditions where required, with reference to the Deputy Conference and Events Manager.
 - 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.

Selection Criteria

Essential

- Experience of supporting conference and or event organisation

- Previous experience in a customer focussed environment
- Ability to organise events and make administrative arrangements
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- Excellent written and verbal communication skills
- Be creative, with an ability to solve problems in highly pressured environments, 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.
- The ability to work as part of a team and demonstrate a positive and flexible approach to work.
- Plan and assist in the movement of office furniture when required

Desirable

- Experience of working with the Oxford College environment.
- Basic understanding of AV equipment such as microphones, mixing desks, live streaming, projectors and laptops.

Benefits

- Pension: employment with the College provides enrolment into the 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. References will be taken up for the successful candidate.

Closing date: Monday 4th December 2023

Interviews: It is anticipated that interviews will be held on Thursday 14th December 2023 in person at St Hugh's.