



# EMMANUEL COLLEGE

**JOB TITLE** – Conference and Accommodations Coordinator

**LINE MANAGER** – Conference Manager

## **Background Information**

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This position is to support the Conference and Accommodation offices with key administrative tasks. The Conference Office manages the internal business of the College, covering the College Calendar, supervisions, internal meetings and events for students and fellows, as well as the external business, ranging from summer schools, weddings, meetings and dinners. The Accommodation Office manages all undergraduate student accommodation, covering freshers' allocation, fourth year allocation and the ballot and exeat process.

## **Principal Responsibilities**

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### **Main Duties and Responsibilities**

#### **Conference Office support**

- Building and maintaining relationships with all clients, both existing and potential, to foster good and long-term relationships.
- Responding to all enquiries promptly, efficiently and in a timely manner, establishing customer requirements and assessing booking requests within the parameters set by the College.
- Responding to and managing Meet Cambridge enquiries and bidding for business via the Simpleview System.
- Following up and confirming provisional bookings to gain all information needed for the event in a timely manner.
- Providing on the day point of contact for events and assisting with any queries as required.
- Meeting with clients on arrival, ensuring they have all the help necessary on the day of their event.
- Checking room set-ups and, when necessary, liaising with the relevant departments if changes are required.
- Handling daily guest room bookings.
- Delivering some weddings during the summer months at weekends.
- Providing office administration for all aspects of event bookings, including signage, place cards, accommodation packs, seating plans and WIFI documents.
- Managing accommodation bookings for conferences and other events via the Rooms Management system (CASC).
- Reviewing and updating conference marketing material and other information provided to conference organisers and guests.
- Acting as the College representative for Meet Cambridge working groups.

#### **Accommodation Office support**

- Managing the student accommodation exeat process at the end and start of each term, updating the Rooms Management system (CASC) and liaising with other departments.
- Updating student accommodation requests on CASC as and when needed.
- Maintaining the inventory database for all rooms.
- Assisting with guest room booking during busy times or to cover annual leave.

**Communication**

- Working with the Communications and Information Officer to provide information for social media and wider communication channels.
- Acting as department representative on the Communication Working Group.

**General**

- Maintaining good relations with other departments within the College and with stakeholders.
- Any other duties and responsibilities which are consistent with the post of Conference and Accommodations Assistant as may be reasonably requested from time to time.

## Skills Required

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Criteria	Essential	Desirable
<b>Qualifications and Experience</b>		
Educated to HNC, level 3 vocational qualification or an equivalent level of practical experience could be considered	Yes	
Educated to A-level standard or equivalent	Yes	
Educated to degree level in Event Management or equivalent		Yes
Previous event or accommodation experience	Yes	
Previous experience of Cambridge College or University environment		Yes
<b>Knowledge and Skills</b>		
Competent standard in Office packages, Word, Excel & Outlook	Yes	
Experience of event management packages		Yes
Excellent communication skills with an ability to communicate at all levels	Yes Yes	
Experience of social media tools	Yes	
Excellent customer service skills	Yes	
Excellent organisational skills and ability to prioritise own workload	Yes	
<b>Personal Attributes</b>		
Helpful and friendly approach	Yes	
Courteous, diplomatic and discrete	Yes	
Excellent attention to detail	Yes	
Ability to work as part of a team and using own initiative	Yes	
<b>Additional Requirements</b>		
Weekend and evening work when required	Yes	

The observance is required at all times of the College Equal Opportunities, Health & Safety, Social Media and Computer Acceptable Use policies together with the College policy on the application of the General Data Protection Regulations. Copies of these policies will be given to the post holder as part of the induction process.