



Murray Edwards College

University of Cambridge

Job Description

Job title:	Events Coordinator
Department:	Events and Conferencing
Location:	Murray Edwards College premises or other places as required to fulfil the duties of this role
Purpose of role:	To manage the event booking process from enquiry to invoice, while building successful relationships with clients. Assisting with the smooth and successful running of the Events office.
Line manager:	Events Manager
Line manages:	N/A
Financial responsibility:	N/A
Salary Band:	Band 7
Hours:	Full time - 37.5 hours per week
Working environment:	Office based role with work from home options

Overview of the role

This important role takes responsibility for managing bookings and coordinating internal events in College, and assisting with external sales and event management.

Main duties and responsibilities:

Bookings

- Responsible for responding to all internal bookings enquiries in an effective and timely manner, providing relevant information in-person or by email, phone or virtual meeting.
- Ensuring a high standard of customer care in interactions with all customers.
- Responsible for understanding event details for all internal bookings and accurately entering requirements onto the booking system.
- Carrying out virtual and in-person site visits to internal customers and suppliers, and some external customers as required.
- Demonstrating excellent product knowledge when carrying out site visits and meetings and in all communications with customers. This includes both the history and current position/news of the College.
- Liaising directly with the College Dean about all Student Party Bookings, keeping relevant departments up to date with the decisions and information.
- Understanding the application of Prevent legislation to bookings.
- Responsible for managing integration of College Calendar and the Events booking system to ensure accurate and up-to-date systems.
- Liaising with relevant departments about bookings to ensure current, relevant details and event requirements are accurately entered onto the booking system.
- Actively looking for opportunities to add expertise, recommendations and suggestions yourself or from a colleague, as appropriate.
- Working persistently when gathering information and seeking solutions to problems.
- Developing rapport and relationships with colleagues and clients.
- Willing to assist with external sales and marketing tasks at peak times of year and/or as required.

Event management

- In good time before the event itself, meticulously recording specific, useful information clearly on the booking system to enable colleagues in key departments to deliver successful events.
- Carrying out event meetings with colleagues where it will benefit them and/or event. Informing colleagues with supplementary details to in person or in writing as appropriate so they can schedule their time and deliver actions successfully.
- Responsible for all pre-planning of the event including producing direction signs, obtaining risk assessments from suppliers, coordinating audio-visual support and equipment and so on.
- Responsible for the event on the day it takes place, including meeting the customer on arrival, checking details, advising colleagues of changes, liaising with the client throughout the day and obtaining feedback at the end of the day.
- On event days, taking a holistic approach to events management: ensuring set ups (furniture/equipment set up and catering presentation) are as expected and to our high standard, coordinating colleagues if problems/changes arise, assisting colleagues in other teams where necessary, being available to help the event organiser if requested and appropriate.
- Responsible for timely and accurate invoicing of owned events.
- Confident in handling complaints in person (and through other channels) with the utmost care, maintaining a high level of customer service at all times. Understanding the point at which complaints should be elevated to line manager.
- Looking to resolve complaints discreetly and efficiently where possible, in partnership with colleagues. Competently reviewing the situation and developing long term solutions where necessary.
- Record feedback and, working with the Events Manager, disseminate so it can be acted upon as soon as possible.
- Responsible for managing the sale of bedrooms to the general public via the online B&B booking system provided by a third party. Includes uploading availability, prices and content to admin systems. Utilise the same system to manage conference and group bookings. Undertakes regular marketing efforts to appropriate travel agents/groups and suchlike, to increase group bookings.

Other

- Working with the team to ensure all outgoing communications are up-to-date, accurate and relevant through your own initiative. Particularly in enquiry responses and customer-facing information on the College, Events and third party websites.
- Provide insights and contributions to marketing strategy and delivery.
- Working with the Events Manager and Head of Communications to strategically provide customer-facing events-related content and information to College members through the website, digital screens and other channels.
- Support the Events Team with the day to day running of the Events Office assisting commercial clients, Fellows, Students and staff with any enquiries, contributing to marketing and updating documentation such as price guides.
- Taking a 'total quality management' approach; if something needs attention either attend to it if you can or notify the appropriate person. Bearing in mind time constraints and specific pressures on individuals or departments.

- Proactively looking for ways to contribute to the success of the overall business, including opportunities for reducing waste, improving sustainability, developing products and marketing materials and so on.
- Covering reasonable additional tasks for the Events Assistant and Events Manager in their absence.
- Organising and manage the Events Office filing.
- Undertaking any other duties appropriate to the grade as required.

Collation of Management Information:

- Accurately record the cost of all internal events on the current month’s College Entertainment spreadsheet and pass the spreadsheet to Accounts in a timely manner.
- Assisting the Events Team in disseminating information about upcoming events in College.
- Keeping line manager informed by submitting activity and results reports.
- Assisting the Events Manager with competitor benchmarking and monitoring.
- Attending meetings with partners, on and off site and virtually as appropriate. Actively attending Department Meetings and other College meetings as appropriate and working effectively with stakeholders.
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General:

- Under the guidance of the General Manager, update College menus and price lists etc

Person Specification

	Essential	Desirable
Qualifications required for the post:	GCSE Maths and English A-C or equivalent NVQ Level 2 in Customer Services or similar	Qualifications in sales, business studies, events management or hospitality.
Level of skills, knowledge, experience required:	Excellent customer service skills Excellent communication skills Meticulous attention to detail Excellent organisational skills. Confident to bring ideas to the table. Ability to work as part of a team but also to work effectively alone. Experience in filing and contributing to office management.	A minimum of 2 years’ experience in a customer facing role, ideally in events or hospitality environment. Experience working in a College environment. Understanding of the functions of other departments that contribute to events (AV, catering, reception (Porters), housekeeping). An understanding of the customer journey. An understanding of GDPR, records management and other relevant legislation.
IT skills required:	Microsoft suite Booking management systems Ability to produce information from our systems and present it suitably as required.	Enquiries management systems Forum (booking system)
Health and safety knowledge required:	N/A	N/A

Food handling qualifications required:	N/A	N/A
Chemical handling qualifications required:	N/A	N/A
Language skills required:	An excellent standard of written and spoken English to enable client communications.	
Personal attributes	<p>You will be the go-to person for all College members, taking responsibility for bookings from the simple day-to-day to large and important College events.</p> <p>Friendly, polite and approachable.</p> <p>Courteous and respectful of others.</p> <p>High level of personal motivation and initiative.</p> <p>A desire to build relationships with clients, colleagues and suppliers at all levels.</p> <p>A well-organised approach to managing workload, ability to prioritise effectively and demonstrate strong time management skills.</p> <p>Calm under pressure.</p> <p>Flexible and willing.</p> <p>Strong work ethic, prepared to go the extra mile.</p> <p>Clean, hygienic and well-presented at all times.</p>	