



Catering and Conference Office Assistant (part-time)

Ref 900301

The College is seeking an organised individual with experience in office administration to support our busy Catering and Conference Office with the booking and processing of meeting rooms and accommodation to both internal and external customers. You will have previous experience of working with people, such as in a customer service or hospitality environment and enjoy working methodically, following guidelines and procedures. An aptitude for working with databases, a keen eye for detail and good communication skills in English to respond to enquiries by email, phone or in person are also essential.

This is a great chance to be part of a small, friendly team responsible for providing a high quality service to the College's members and guests. We offer a good range of staff benefits and the opportunity for training and personal development.

About the College

Somerville is a forward-looking and adventurous College with a reputation of openness and inclusiveness. It is among the most international of the Oxford colleges that admit both undergraduate and graduate students, and has an ethos of tolerance, friendliness, diversity, enabling access to research and learning for all, and the pursuit of excellence in all that we do.

The Governing Body makes the decisions about the future of the College. Its members are responsible for the direction and management of the affairs of the Colleges. The College aims to pursue academic excellence through the support and encouragement of its students, sound management of resources, full support for the research of its Fellows, and to engage with and work within the collegiate university.

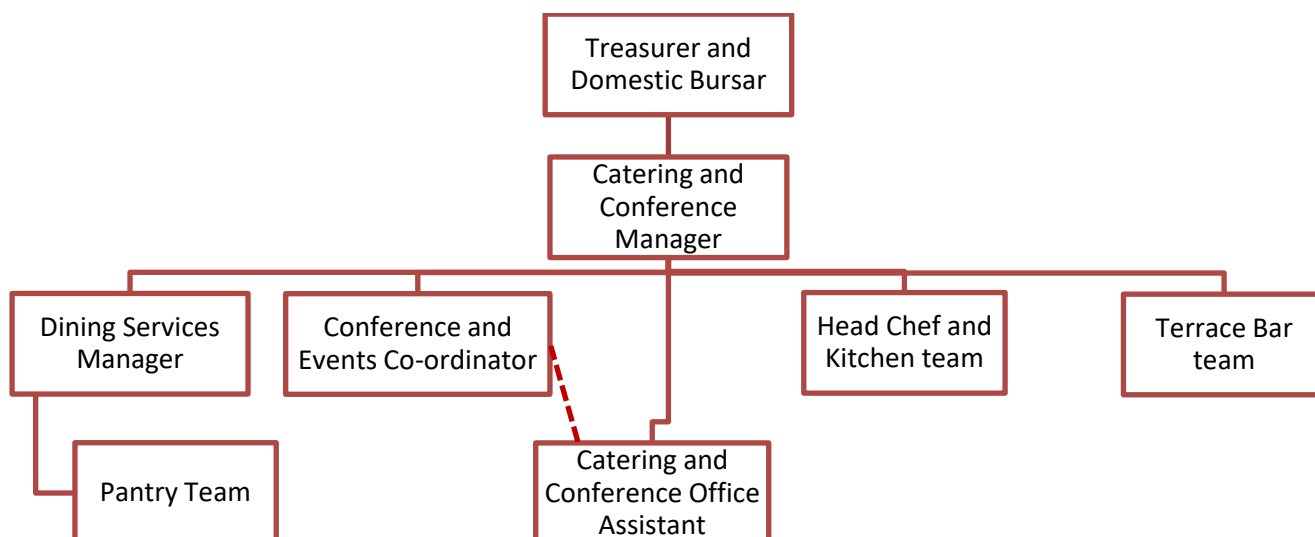
For further information about the College please visit www.some.ox.ac.uk

The Catering and Conference Department

Catering for the students and fellows 7 days a week the College also provides full catering & conference facilities to both internal and external clients booked through the Bursary, Conference and Events Office. In term time this can be an hourly tutorial booking from a fellow, an internal meeting with lunch or a full day conference and formal dinner for a University Department. During the vacation periods the College houses a number of residential summer schools from around the world and provides facilities for Alumni weddings.

Reporting to the Catering & Conference Manager, s/he will act as the central focus of administration for all internal bookings including meeting/tutor rooms, guest accommodation as well as providing additional support to the Conference and Events coordinator, Deputy Catering & Conference Manager, and Head Chef.

Catering and Conference Office organisation chart



Main duties

Internal Room Bookings

- To process internal bookings from the bursary email with regard to tutorial rooms and meeting rooms, entering details onto database (forum) and keeping records up to date.
- To process bookings for Student, College and University Societies in line with booking guidelines.

Bed & Breakfast, SCR and College Guest Accommodation Bookings

- To collect and process arrival sheets each morning, forwarding on approved invoices and entering information onto the office records.
- To process B&B bookings received via online system.
- Entering details onto database (forum) and keeping records up to date
- To process accommodation bookings from the bursary email or over the phone regarding SCR and College guest accommodation in line with booking guidelines and prepare invoices were necessary for Catering & Conference Managers approval.

Internal Events

- To proactively monitor the college internal event folders, entering information regarding menus & numbers onto the database (forum) and keeping records up to date.
- Print table plans, menu's and place cards.
- To assist the Catering & Conference Manager by preparing internal event invoices for approval

Office Administration

- To proactively monitor and respond to enquiries on the Conference Oxford enquiry database by sending out pre-prepared responses to enquires
- Assist the Catering & Conference manager with the Terrace administration, including preparing guest night tickets, and collating terrace takings for the manager's approval.
- Ensure stationery and printer supplies are kept appropriately stocked.

Other Duties

- Assist the Catering & Conference Manager and the Conference & Events Coordinator by taking phone calls and messages when necessary.
- To provide administrative support to the Catering & Conference manager and the Conference & Events Coordinator when requested.

Person Specification

Essential Criteria

- General administration/office experience
Team player, willing to provide support to the Conference and Events Coordinator as and when requested by her.
- Able to follow procedures and guidelines
- Ability to seek advice when required
- Experience of working with people, such as in a customer services or hospitality environment
- Working with computerised systems, including databases
- Good standard of secondary education, or with equivalent competence gained through relevant work experience
- Good communication skills including accurate written and spoken English, and the ability to communicate effectively by telephone, e-mail and in person
- Good time management skills
- Ability to work accurately and pay attention to detail
- Good IT skills: evidence of competence with MS Office Word and Excel
- Good interpersonal skills
- Enthusiastic, flexible and responsive
- Able to fulfil the advertised hours of work
- Able to work occasional additional hours during exceptionally busy periods, such as during the conference season and holiday cover

Desirable

- Experience of taking bookings for receptions, dinners, day meetings, bed and breakfast
- Awareness of Equality and Diversity issues in a College setting
- Awareness of Oxford University and the Collegiate system, and Conference Oxford

Terms and conditions

Full terms and conditions of employment will be provided in writing to the successful candidate. The information below is for guidance only and does not constitute the contract of employment.

Duration	This is a part-time post and the appointment will be made subject to (i) satisfactory employment checks as detailed below within under 'Pre-Employment Screening'; and (ii) satisfactory completion of a three-month probationary period.
Salary	Band 4 of the Somerville College Pay Spine for Support Staff (£21,869 to £23,801 p.a. for 35 hours). The actual salary will be £12,497 for 20 hours per week. Upon successful completion of the probationary period the salaries for eligible Support staff are increased in May of each year to the next spine point within the respective salary band, until the top of the pay band has been reached. In addition the College pay spine is uplifted for cost of living on a regular basis, normally annually.
Hours of Work	The hours of work will be 20 hours per week, Monday to Friday with a preference for those hours to be worked each morning though alternatives will be considered for the right candidate. Occasional flexibility with working hours will be required in order to meet the demands of the post.
Holiday Entitlement	The post holder will be entitled to 35 days of paid leave per annum, inclusive of eight public holidays. Agreed College closure days and bank holidays taken will be deducted from the total leave entitlement.
Pension	The post holder will be enrolled in a contributory Group Personal Pension scheme, from the commencement date of the appointment (subject to age requirements).
Life Assurance	College Employees are covered by free life assurance for the duration of their employment (subject to age requirements).
Meal Entitlement	Meals on duty will be provided free of charge when working across a meal service time.
Sickness Benefit	A maximum of six weeks' sick pay at full pay, calculated in any rolling twelve month period, subject to satisfactory notification of absence and production of medical certificates.
Employee Assistance Service	A confidential 24/7 telephone advisory and counselling service is available to all College employees and their family members who live in the same household.
Childcare	Somerville runs a small on-site Nursery and further details can be found at http://www.some.ox.ac.uk/living-here/st-pauls-nursery/
Training	The College will support the post holder to undertake any relevant training to enhance his or her work performance, and financial support for these development activities may be provided where appropriate.
Smoking policy	No smoking is allowed in any part of the College.
Parking	Unless related to a disability, there will be no parking available on College premises for the post holder.

Application Procedure

The closing date for completed applications is 10am on Wednesday, 18 April 2018

Your application should comprise

- A completed application form (including a personal statement and details of at least 2 referees)
- A curriculum vitae (CVs submitted on their own will not be considered)
- An Equal Opportunities Monitoring Form

Email your completed application form to: recruitment@some.ox.ac.uk please quote vacancy reference **900301** in the heading

Equal Opportunities information collected does not form part of the selection process and will not be circulated to the selection panel. Completion of the equal opportunities monitoring form is voluntary. Data collected is used to monitor the effectiveness of the College's Equality and Diversity Policy and helps the College to meet its duties under the Equality Act 2010.

Communication regarding the status and outcome of your application will be made via e-mail.

It is planned to hold interviews in Oxford in the week beginning 23 April 2018

Equal Opportunities statement

The policy and practice of the University of Oxford and of Somerville College require that all staff are afforded equal opportunities within employment. Entry into employment and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. Subject to statutory provisions, no applicant or member of staff will be treated less favourably than another because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation. Where suitably qualified individuals are available, selection committees will contain at least one member of each sex.

Data Protection

All data supplied by candidates will be used only for the purposes of determining their suitability for the post and will be held in accordance with the principles of the Data Protection Act 1998 and the College's Data Protection Policy.

Pre-employment screening

If you are selected for the post, employment with the College will be conditional upon satisfying the following requirements.

1. Eligibility to work in the UK

The Immigration, Asylum and Nationality Act 2006 makes it a criminal offence for employers to employ someone who is not entitled to work in the UK. **We therefore ask applicants to provide proof of their right to work in the UK before employment can commence.**

Please note that you will need to provide original documents and where any documents are not in English a certified translation will be required. **Do not include these documents with your application.** You will be sent a request for the relevant information at the appropriate point in the selection process.

2. References

You are asked to give us details of two people who have agreed to give a reference for you. If you have previously been employed your referees should be people who have direct experience of your work through working closely with you for a considerable period. If you have been employed, at least one of your referees should be your formal line manager from your most recent job. It is helpful if you can tell us how each referee knows you and your referees should not be related to you. Your referees will be asked to comment on your suitability for the post, to provide details of the dates of your employment, and of any disciplinary processes which are still 'live'.

We will assume that we may approach your referees at any stage unless you tell us otherwise, so please state clearly if you wish to be contacted before a referee is approached.

3. Medical fitness

Please note that any offer of employment will be conditional upon receipt of a completed pre-employment medical health assessment questionnaire and confirmation from the University of Oxford Occupational Health Service that the candidate is medically fit for the post (allowing for any reasonable adjustments that may be required, in line with the provisions of the Equality Act 2010).

The purpose of the pre-employment medical health questionnaire is to:

- (i) assess the candidate's medical capability to do the job for which they have applied:
- (ii) determine whether any reasonable adjustments or auxiliary aids may be required to accommodate any disability or impairment which they may have
- (iii) ensure that none of the requirements of the job for which they have applied would adversely affect any pre-existing health conditions the candidate may have.

The appointment will not commence until medical fitness for work, and any reasonable adjustments that may be required, is confirmed by the University Occupational Health Service.

March 2018