Somerville College

University of Oxford

www.some.ox.ac.uk

Further Particulars
Conferences and Events Co-ordinator

Somerville College is looking for a Conference and Events Co-ordinator who will act as the central focus of administration for all conferences, events, banquets and functions booked by external and internal conference clients. Reporting to the Catering & Conference Manager, they will play an important role in helping to market the College's facilities and develop new business, which will be achieved in part by maintaining close contacts with Conference Oxford via their event booking system and attending their termly meetings.

Maintaining promotional material and liaising with appropriate College staff to ensure the Conference website is kept up to date will be an important aspect of the role. The Co-ordinator will also carry out client liaison, College site visits, obtain and disseminate event details, and prepare invoices, and oversee the work of the Catering & Conference Office Assistant in the absence of the Catering & Conference Manager.

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. This is a full time post of 35 hours per week. There may be occasions when additional hours will be required in order to meet the demands of the post.

The Catering and Conference Department

Catering for the students and fellows seven 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. For further information about the College, please visit http://www.some.ox.ac.uk

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

Main Duties

To coordinate and administer the College's conference, events, and commercial bookings programme, ensuring the delivery of high-quality events from initial enquiry through to completion. To act as the primary point of contact for clients, maintain effective relationships with internal and external stakeholders, support business development activities, ensure the smooth operational running of conferences and residential events, and provide administrative and operational support to the Bursary as required.

Conference and Events Administration

- Receive, deal with and process enquiries promptly by email, telephone, or other correspondence
- Prepare and issue quotations, deposits and invoices for clients
- Keep conference database up to date with event requirements
- Carry out administrative tasks such as menus, place cards seating etc. or delegate to Bursary office assistant if appropriate
- Organise and prepare welcome packs for residential conferences, delegating the administration to Bursary office assistant if appropriate
- Keep accurate record of events, including quotations, financial documents, attendance lists and programmes
- Prioritising personal work load of the events, particularly in extremely busy periods

Conference and Events Coordination

- Meet and greet clients and attend events where appropriate
- Ensure the smooth running of commercial conferences
- Be the point of contact for clients prior, during and after events.
- Pro-actively handle and resolve any arising issues during and troubleshoot any emerging problems on the event day and respond to any additional requests
- Provide feedback and report back to Catering & Conference Manager
- Liaise with internal departments to ensure arrangements are in place for events and to resolve any arising issues during events.
- Monitor and ensure clients comply with contract agreement & health and safety obligations

Bursary (Including Bed & Breakfast / Guest Accommodation)

- Have the knowledge and ability to carry out bursary related activities and administration (such as teaching rooms and B&B) and cover when other members of the office are absent or when appropriate

Client Liaison (All commercial bookings, including internal chargeable bookings)

- Meet with prospective clients and identify requirements, conducting college site visits
- Promote the conference facilities to potential and current clients
- Liaise with conference organisers prior, during and after events to identify full requirements and ensure good customer relations and satisfaction
- Receive and respond to feedback and propose ideas to improve provided services and event quality

Conference Oxford and Prospective Bookings

- Proactively use the Conference Oxford database on a daily basis to identify prospective bookings
- Identify new clientele through Conference Oxford and 'sell' college facilities
- Receive and process conference enquiries
- Attend Conference Oxford Meetings and report back to the Catering and Conference Manager

Office administration

- Ensure stationery cupboard and printer supplies are kept appropriately stocked, delegating task to the catering & conference office assistant
- Order stationery when required from internal and external source (menus and place cards) or delegate to Catering and Conference office assistant when appropriate

Events Committee

- Liaise with internal departments in order to prepare agenda for Events Committee.
- Distribute agenda to all participants and upload onto Artemis for future reference
- Attend, record and transcribe the minutes of Events Committee ensuring they are an accurate record of decisions and discussions
- Format and edit minutes appropriately
- Distribute minutes to all participants and upload onto Artemis for future reference

Person Specification

Essential Criteria

- General administration/office experience
- Experience of taking bookings for receptions, formal dinners, day meetings and residential conferences
- 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
- Ability to use initiative appropriately and to seek advice on prioritising workload when required
- Good interpersonal skills
- Able to follow procedures and guidelines
- Enthusiastic, flexible and responsive
- Team player
- 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 if 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 full-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 four-month probationary period.
Salary	Band 5 of the **Somerville College Pay Spine for Support Staff** (£29,778 - £33,080 p.a. for 35 hours). 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 35 hour per week, Monday to Friday. 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 36 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 or vaping 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

Please apply via www.some.ox.ac.uk/about/jobs using our online recruitment site.

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

There is no closing date for this vacancy. Applications will be assessed as they arrive and suitable candidates invited to interview. Early application is advised.

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.

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