



JOB DESCRIPTION

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| Job title: | Conference and Events Coordinator |
| Responsible to: | Conference and Events Manager |
| Location: | Based at Trinity Hall but you will undertake work at other Trinity Hall sites in Cambridge as required |
| Hours of Work: | 37.5 hours per week, Monday to Friday Working out of hours may be necessary from time to time including some weekends in conference periods |
| Objective: | This role is to support the Conference and Events Manager in developing and co-ordinating the College's conference and accommodation facilities, maximising the potential external income as a conference and hospitality business |
| Experience: | Experience in sales, planning, marketing and administration in the hospitality and/or conference industry |

Main Duties and Responsibilities

- To assist the Conference and Events Manager in developing, maintaining & increasing the Conference and Events business. Developing and maintaining successful working relationships with new and existing clients to ensure a high level of repeat business is maintained
- Assisting with incoming sales, emails, calls and enquiries for bookings, advising clients on appropriate, availability, space and catering to suit their requirements

- To deal with enquiries from clients; send out information; show customers round the college; face to face selling, negotiating and answering key questions when taking bookings for conferences, functions and accommodation
- In liaison with your manager create, plan and organise bookings for conferences, College functions, accommodation, receptions, dinners and other catering events. Taking into consideration the College's prime function as a place of education, learning and research, and place of residence for students
- Effective diary management to maximise yield and utilisation in line with operations procedures. Whilst coordinating bookings for college guests and external customers, to make the best use of College facilities
- To manage Wedding bookings, from initial sales through to on day management alongside Front of House team, ensuring the booking fits within College requirements
- To administer all event details in the internal booking systems (Kinetics) to ensure all data relating to the events is captured and delivered by the relevant teams
- Respond to Simple View (Meet Cambridge bidding system) enquiries regularly, creating suitable client proposals in a timely fashion
- To liaise with Staff, Fellows and Students to ensure appropriate rooms and equipment are booked and correct and up to date information is communicated
- To coordinate room bookings for internal events such as supervisions, committee meetings, alumni events, and student bookings on the kinetics database
- To liaise with other departments within the College when delivering events to ensure the administration of the booking system for public rooms/function rooms and student rooms is kept up-to-date and accurate
- To issue invoices and follow-up payments associated with conferences, dinners and guest rooms. Sharing administrative duties with the Conference team accordingly

- To handle any issues which arise and rectify to the best of their ability, referring to the appropriate manager or supervisor if necessary.
- To undertake further training when required
- To undertake other reasonable duties as may be required by the College

Trinity Hall reserves the right to change the duties detailed in this job description at any time. Changes will be introduced following discussion with the post holder.

Person Specification

Short-listing will be based on the following specification, which candidates should bear in mind when preparing their application to ensure that their application and suitability reflects the essential requirements of the role

| Criteria | Essential | Desirable |
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| Qualifications and Education <ul style="list-style-type: none"> A-levels or appropriate on the job training Excellent level of written & spoken English University degree or event qualification | ✓ ✓ | ✓ |
| Skills, Knowledge and Training <ul style="list-style-type: none"> Good organisational skills Excellent communication and interpersonal skills Customer service skills Competency in MS Excel, Word, Outlook and PowerPoint Knowledge and competency of a conference software package Knowledge of Kinetics software package | ✓ ✓ ✓ ✓ | ✓ |
| Experience <ul style="list-style-type: none"> Administration and record keeping experience in a customer focused environment Experience of college environment | ✓ | ✓ |
| Personal attributes <ul style="list-style-type: none"> Friendly and co-operative, energetic and helpful/approachable Responsible and trustworthy Ability to work as part of a team Good attention to detail and excellent organisational skills Flexible approach & accepting of change Ability to communicate with people at all levels An interest in the hospitality industry | ✓ ✓ ✓ ✓ ✓ ✓ ✓ | |