

Job Description

Role Title:	Conference Assistant
Dept:	Student Experience and Support
Reference:	MPF1839
Grade:	4
Full or Part time:	Full time
Hours:	36.25
Reports to:	Head of Conferences

Overview

To contribute to the effective, efficient and profitable organisation, planning and management of conferences and events at the University; providing administrative support to conference coordinators in the promotion of facilities to potential customers to support revenue generation; providing administrative support to conference coordinators with regard to the Conference Management of organised conferences; overseeing events on the day; offering help and advice as necessary and reacting promptly and effectively to requests and problems.

Role Purpose

To contribute to the effective, efficient and profitable organisation and administration of events on behalf of the University and external customers, to include:

- Supporting the selling and promoting of the University's facilities, including off- site activity
- Co-ordinating customer requirements, providing advice and acting as a point of contact for customers throughout their events
- Liaising with providers of support services including external suppliers
- Providing administrative and operational support for the Conference Management service offered by the department

The role holder will work alongside 2 Conference Coordinators, 1 Conference Assistant and report to the Head of Conferences.

Principal Duties & Responsibilities

- To provide an efficient, effective and professional administrative support to conference coordinators across the campus with regard to making bookings and liaising with customers and service providers.
- To perform 'show rounds' of facilities to event organisers and potential customers with a view to securing business and answering queries.
- To deal with and respond to all communications with discretion and courtesy re-directing as required in an appropriate and timely manner

- To support and co-ordinate with the promotion of facilities externally and internally including attendance at Trade Shows, business meetings and networking events locally and nationally
- To input booking details into university IT based systems in an accurate and timely fashion.
- Develop and maintain a vibrant website and active social media presence
- To offer help and advice to customers during the planning stages of their events.
- To welcome customers on the day of their event and be available to deal promptly and effectively with any problems which arise during their event, achieving high standards of customer care.
- To ensure all relevant information is circulated to organisers and customers, and also to liaise with other departments to ensure all agreed services are professionally provided.
- To be fully trained in the use of Kinetics – the event management booking system- and other supporting software.
- To take receipt of risk assessments and other health and safety documentation from customers, ensure their suitability and offer advice, where needed
- To provide administrative support for the department's Event Management service regarding the content and delivery of the conferences.
- To support with the bid process for Event Managed conferences
- To be a point of contact during the Event Managed conferences at both the business and social aspects of the conferences.
- To provide general departmental administrative and financial support
- To research & benchmark information on local and sector competitors
- Perform any other duties appropriate to the grade as may be required by the Department Manager
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- Undertake development and training in industry related areas including attending conferences and networking events locally and nationally
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.

- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with university policy.
- This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Generic Duties

- Perform any other duties appropriate to the grade as may be required by the Head of School/Head of Division etc.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Advance equality, support our work towards eliminating unlawful discrimination, foster an inclusive study and work environment for students, staff and visitors in accordance with our public sector equality duties and university policy.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Person specification follows on next page

Person Specification

The successful candidate should demonstrate the following, which are 'Essential' (E) or 'Desirable' (D).

Qualifications

1. A relevant degree, HNC or professional qualification (D)
2. English Language and Mathematics GCSE Grade C or above, or equivalent (E)
3. Membership of the Association of University Administrators (D)

Background and Experience

4. Experience in a customer focussed role within a service industry (E)
5. Experience of planning conferences, events or exhibitions (D)

Knowledge

6. Computerised bookings systems (D)

Skills and Competencies

7. Excellent personal presentation and a professional manner (E)
8. Strong customer focus with excellent customer service skills (E)
9. Problem solving and initiative (E)
10. Ability to work successfully as part of a team (E)
11. Organisational and planning skills (E)
12. Excellent IT skills including a full working knowledge of MS Office (E)
13. Excellent written and verbal communication skills (E)
14. Ability to travel around the campus to different venues (E)
15. Ability to work outside of normal office hours when working on the events (E)