

THE UNIVERSITY OF MANCHESTER
PARTICULARS OF APPOINTMENT
PROFESSIONAL SERVICES
DIRECTORATE OF ESTATES AND FACILITIES
DIVISION CONFERENCE AND VENUES
EVENTS CO-ORDINATOR
VACANCY REF: PSX-026703

Salary: £26,444 - £29,605 per annum depending on experience

Hours: 35 hours per week (1 FTE)

Duration: Permanent

Location: Oxford Road, Manchester

Enquiries about the vacancy, shortlisting and interviews:

Name: Tom Marsden

Email: thomas.marsden@manchester.ac.uk

Overall Purpose of the Job

Undertaking the coordination of designated conferences, events or other business functions, as agreed with the Campus Events Manager, ensuring the overall standards in the provision of facilities, services and hospitality are consistently delivered to the clients' requirements, whilst always maintaining agreed Conferences and Venues (C&V) quality operating standards.

Key Responsibilities, Accountabilities and Duties

Operational

1. Ensure accurate administration in support of all agreed/assigned meeting events and business functions from the point of enquiry to the conclusion of the event through liaison with clients (organisers)
2. Maintain clear and accurate event tracking information through the manipulation of Kinetics software including, at the appropriate times, producing quotations, contracts and invoices for clients

3. Oversee the preparation and coordination of facilities and services for designated conferences & events, liaising with clients and Hospitality and Events (H&E) colleagues to ensure that requirements and agreed standards are consistently delivered
4. Continually liaise with clients throughout the event taking place, including early morning starts, evening finishes at any time over week and/or weekend days as required, ensuring that all required services and facilities are always provided to the agreed Events quality operating and service standards
5. Up-sell the University's conference facilities and services throughout all client communications regarding events bookings
6. Undertake professionally supportive and motivational supervision for Events operational service staff as required, towards their consistent attainment and delivery of agreed technical service, hospitality and customer care throughout assigned meeting events and business functions
7. Liaise effectively with the C&V Sales team, to ensure that C&V business venues are appropriately utilised for the maximisation of business opportunity and potential
8. Assist in the requisition of goods and the management of stock, ensuring control systems and standards are always adhered to
9. Ensure that all aspects of financial procedures required of the post are carried out in accordance with university guidelines
10. Assist with overseeing Health & Safety requirements for the C&V team, ensuring that requirements are collectively understood and implemented consistently, incorporating up-to-date legal compliance and best practice in line with the Directorate's policy and procedures.
11. Undertake the role of building Fire Marshal as necessary once fully trained and competent, as directed and agreed with the Head of C&E or the Venue Manager
12. Participate with colleagues in a regularly convened conference and events staff forums
13. Adhere to the agreed standards of professional clothing attire, as described within the 'C&V Professional Dress Code' policy document at all times, when on duty
14. Work & liaise constructively & supportively with all other Directorate and University colleagues & departments in the interests of contributing to an effectively professional and professional work environment in pursuit of The University's goals, continually building strong working relationships, mutual understanding and unity of skills and effort
15. Assist or work across the operational boundaries implicit to the role as and when reasonably requested, in-keeping with mutually required good will and support for colleagues and departments across the University and/or with personal or role development opportunities

Development

16. Liaise with E&F and other University colleagues, suppliers and professional associates as appropriate, establishing positive & proactive relationships to enable the continuous development/improvement of C&V operations and services, contributing to the attainment of its Key Performance Indicators (KPIs).

17. Support a 'continuous improvement' ethos where applicable, within day-to-day work activity or agreed initiatives and activities, in relation to both the C&V function and across the Directorate
18. Participation in learning, training and other personal development /enhancing knowledge & skills, and duly applying/adapting to agreed best practice in the undertaking of duties.

General

19. Ensure that all personal actions are in line with the overall environmental aims of The University of Manchester, undertaking all tasks in an environmentally sustainable manner - promoting environmental sustainability where opportune.
20. Adhere to and support University policies, procedures and requirements including those relating to Health & Safety, Equality Diversity and Inclusion, and Information Governance.

Essential Attributes and Requirements:

- Professional qualifications in Hospitality or relevant business-related subject, and/or demonstrable professional skills and knowledge to the requirements of the post gained through relevant industry experience
- Conference/Hospitality service and skills gained in a similarly diverse environment providing conference services on a similar scope and scale
- A working knowledge of operational compliance for Health & Safety Regulations related to conference business operations, including an up-to-date knowledge of the latest requirements
- Sound written communication skills commensurate with the requirements the post
- A thorough understanding of administration and financial responsibilities associated with higher education including stock and related cost control, and knowledge of budgetary responsibility to the requirements of the role
- IT literate with a good understanding of industry –relevant software systems and processes
- Liaison skills obtained within a comparable role and work environment, with the ability to work effectively in partnership with others
- Excellent verbal communication skills
- Demonstrable knowledge and skills of providing customer service excellence, including sound customer liaison skills, on a similar scope and scale
- Ability to contribute towards effective team and individual meetings and reviews
- Evidence of readily accepting individual accountability and effective use of initiative
- Ability to prioritise own workload in meeting requirements/deadlines on a similar scope and scale

Desirable Attributes and Requirements:

- A current, sound knowledge and awareness of the key issues affecting higher education, including those pertinent and particular to this role and its organisational environment
- Supervisory ability gained in a similar-sized and similarly diverse environment

- Trainer-training qualification or proven understanding of principles through experience
- Awareness of environmental sustainability as it applies to the activities of a workplace and its employees
- Awareness of Health & Safety, Equality Diversity and Inclusion, and Information Governance as applicable to the workplace and its employees