Job Description

Conference and Events Officer

Purpose of the role:

To support the Conference and Events Manager with all aspects of a successful conference, events and venue management department. This includes managing a range of both external and internal events, proactively promoting Trinity’s facilities, and detailed planning from initial showround to the successful delivery of a first class events programme.

The role will supervise a small team of casual Stewards who are responsible for supporting the successful delivery of Levine Building events, ensuring the highest standards of safety and customer service at all times.

Duties:

Conference and Events

1. Supporting the Conference and Events Manager in the promotion of college facilities as an attractive venue for both internal and external events.

2. Carrying out showrounds of the college, meeting with organisers, preparing detailed quotes and event specifications. Compiling contracts and agreements, ensuring a seamless service to external and internal customers at all times.

3. Assist in all planning and logistics related to the opening of the Levine Building in 2021/2022.

4. Collating events information for relevant departments i.e. Kitchen, Dining Hall, Lodge, Accommodation, Bar, Gardens/Grounds and the Bursary. This includes special dietary requirements, accommodation requirements, use of gardens, access to facilities and invoicing detail.

5. Ensuring a professional and customer focused service to our summer school clients, including the allocation of teaching rooms and student accommodation.

6. To assist with the organisation of a number of college dinners and events, working closely with the President’s PA, Bursar’s PA and the Academic Office as required.

7. To assist with all elements of the CABS booking system, including allocating accommodation and meeting rooms, ensuring that information is fully recorded with a high level of accuracy and attention to detail.
8. To manage the timely production of relevant information, ensuring calendars of events etc are distributed to the relevant department at various points across the year.

9. With support from the Conference and Events Manager, take responsibility for a team of casual Levine Building Stewards including their recruitment, training, supervision and deployment.

10. Carry out regular training designed to deliver the highest standards of safety and customer service across all Levine Building events.

General

11. Effective use of events software, to ensure a high level of planning and organisation at all times.

12. Raise and send out invoice(s) after events to the client with a copy to the Bursary

13. Assist with credit control where required by the Bursary

Person Specification

Qualifications:
• Educated to A-level standard or equivalent.

Experience:
• A minimum of two years in a customer-focused role.

• Strong administrative and team working experience.

• Experience in hospitality or client liaison would be desirable.

Personal qualities:
• Meticulous attention to detail.

• High level of customer service skills, with the ability to communicate effectively at all levels.

• An excellent team player, who enjoys working as part of a team, and enjoys supporting colleagues in all aspects of events planning.

• Experience of MS software, and event management software.

• Willingness to regularly work evening and weekend shifts, as an Events Duty Manager.