



TRINITY COLLEGE
UNIVERSITY of OXFORD

Job Description

Conference and Events Manager
Part-time, working 2.5 days per week
Salary: £17,500 (£35,000 FTE)

Key Responsibilities

Reporting to the Head of Events, the Conference and Events Manager will work as part of a team to deliver a range of events taking place across the College.

Trinity events can range from meetings, conferences, music and theatre events through to weddings, drinks parties and Summer schools.

A key element of the role is the pro-active development of commercial revenue, while carefully balancing the requirements of the College community. This requires effective diary management, pro-active communication across all departments and meticulous attention to detail.

Specific Duties

Event Management:

1. Working with colleagues across the College and University to promote the College as an attractive venue for commercial hire.
2. Providing the highest level of service to prospective clients (both internal and external) by offering comprehensive information, professional showrounds, quotes and pro-actively following up enquiries.
3. Collating information for relevant departments i.e. Kitchen, Dining Hall, Lodge, Accommodation, Bar, Gardens/Grounds and the Bursary. This includes special dietary requirements, accommodation requirements, staffing requirements, use of gardens/grounds, access to facilities and invoicing.
4. Ensure the highest standards of service from initial enquiry through to contracting and final invoice.
5. Management of the events diary to ensure effective planning and organisation across the calendar. This includes regular communication of the events diary/relevant events to various departments.
6. Ensuring a professional and customer focused service to our Summer school clients, including the recruitment and management of a Summer Schools assistant and the allocation of teaching rooms/student accommodation.

7. Work closely with the Accommodation Manager on all elements of Events planning, and in particular, to take responsibility for the effective allocation of rooms during vacation periods.

Revenue Generation:

8. Working with the Head of Events and Conference and Events Officer to pro-actively develop commercial revenue for all Trinity event spaces, including the Levine Building. This includes the development of positive relationships with partners including Conference Oxford, along with the development and management of pro-active sales campaigns as required.

Financial Management:

9. Actively working with the team to ensure that commercial revenue is continuously developed, while carefully managing costs.
10. Working closely with the Head of Events and other colleagues to regularly review pricing, menus, wine lists and other elements of our offer.

Health & Safety Management:

11. Working with the Head of Events and with support from the H&S Consultant, the Clerk of Works and Domestic Bursar, carry out a regular review of all Event risk assessments, including the management of audience safety in the Levine Building.
12. Carry out full implementation of any revised H&S policies as required. This includes training of staff, and monitoring safety standards to ensure consistency.

General:

13. To assist with the organisation of a number of college dinners and events as required, working closely with the President's EA and the Academic Office as required.
14. 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.
15. Effective use of events software, to ensure a high level of planning and organisation at all times. Assist with any projects to implement new events and accommodation software as required.

Person Specification

Qualifications:

- Educated to “A” level standard or equivalent.

Experience:

- A minimum of three years in a customer focused role, preferably in an events position.
- 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.