

Conference, Events and Marketing Assistant

Job Description

Department:	Catering Department
Responsible to:	Accommodation, Conference and Events Manager
Appointment type:	Permanent
Hours of work:	37.5 per week

St Catharine's College

St Catharine's College, founded in 1473, is situated in the middle of Cambridge. The College is a centre of excellence, flourishing in sport, music and the arts. St Catharine's is led by the Master, Sir John Benger, and has some 70 Fellows, 430 undergraduate and 200 graduate students.

The role

The Conference, Events and Marketing Assistant is a new role which supports the Conference & Events team in the administration of College's conference and events service, for both our fellows, students and external guests. In addition to this the role also supports the Accommodation, Conference and Events Manager in the marketing of the Colleges conferences and events services.

This is an exciting time to join the department as the College is looking to increase the revenue generated from the Colleges conference and events facilities. in this period of growth within the department.

Primary Responsibilities - Events

- Provide a professional, courteous and efficient reception service for the College conference and events activity dealing with telephone and e-mail enquiries.
- Process conference enquiries, including meeting with prospective clients, discussing requirements and arranging viewing of College facilities.
- Assist with the processing of conference bookings, including the input of event details on the electronic database (Kinetics).
- Liaise with house porters to make sure meeting rooms are set up as required.
- Assist in communicating relevant information (including last minute alterations) to all domestic departments, ensuring that the information is sufficiently detailed, accurate and prompt.
- Assist in co-ordination and delivery of conference activities to ensure that all clients' requirements are successfully met.
- Produce event signs, menus, table plans and place cards for conferences and events.
- Be prepared to go on any relevant training courses and to undertake such other duties as from time to time may be reasonably expected.

Primary Responsibilities – Marketing

- Take photographs of the College, events and room set up's to be used on the College's Conference website and on its social media pages.
- Work with Meet Cambridge, bidding on client enquiries, and arranging familiarisation visits.
- Assist the Accommodation, Conference and Events Manager in managing client relationships, feedback and sharing news and promotions with the existing client database.
- Assist the Accommodation, Conferences and Events with preparation of material, photographs and videos to be used on the College website, its social media pages and other publication materials.
- Assist the Conference and Accommodation Manager with the forward planning for future conference and events activity.

The above is not an exhaustive list and the role holder may be expected to undertake other related duties as required.

Health and Safety

All staff must adopt a responsible attitude towards health and safety and to comply with any procedures as required by the College in order to ensure the health and safety of themselves, their colleagues and any other persons that may be affected by their actions. They must be prepared to undertake any training provided in relation to health and safety or which is identified as necessary in relation to their work.

Special Conditions of Service

- The core hours of work for this role are 8am - 4pm on week 1 and 9am to 5pm on week 2.
- Some homeworking may be possible, though visibility to the Head of Department is essential.
- Holiday is to be taken by agreement with the line manager having regard for busy periods, with respect to both the College and Conference and Events Office calendar.
- Occasional weekend / bank holiday cover may be required, to be compensated for via alternative days off, in agreement with line manager.

Person specification

Knowledge and experience/desirable & essentials:

- Experience of working within the conference and events field would be desirable.
- Knowledge and experience of using room booking systems, ideally Kinetic Solutions.
- A high level of computer literacy and IT skills regarding common Microsoft platforms, social media and photography.
- Experience of the collegiate environment/experience in a hotel or similar environment.

Personal skills and abilities:

- An enthusiasm for and enjoyment in working with a variety of colleagues.
- Willingness to work flexibly.
- Self-motivated, adaptable, enthusiastic and positive approach.
- Ability to work to a high level of accuracy and with independence within the framework of the agreed accommodation policies of the College and University.
- High standard of customer service.
- Strong communication and coordination skills, both written and verbal to enable high quality communications within St Catharine's and with other Colleges.