

## JOB DESCRIPTION

### Events Officer

#### College Background

Since its foundation in 1869, Girton College has led the way in educational empowerment. The College was founded as the UK's first residential institution for the higher education of women and was part of an unstoppable global movement for full participation of women in political, professional and scholarly life. Girton has been fully mixed since 1979 and remains an inclusive, diverse, and supportive community that strives for excellence. The College has a long history of working to open access to a world class education for under-represented communities.

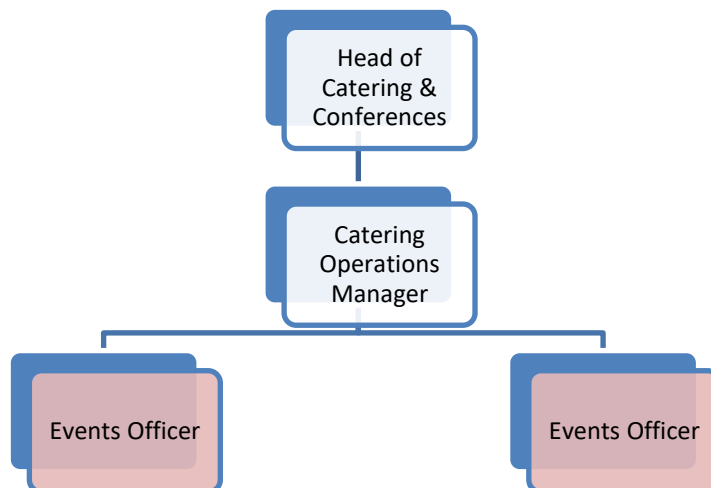
Girton is a relaxed, friendly and close-knit college set in 50 acres of greenbelt that provides a stimulating environment for its students, staff and Fellows. The College offers a holistic educational experience that combines academic rigour with a vibrant social scene as well as excellent welfare provision. It has some 120 Fellows in all, around 80 of whom are fully involved in day-to-day governance, teaching and research. In addition, the College depends on the hard work of over 135 administrative and operational staff who ensure the smooth running of Girton's buildings, services and its estate. Currently, the student community comprises 537 undergraduates and 330 postgraduates.

#### Department Background and Structure

**Team/ Department:** Catering & Conferences Department

**Reporting to:** Head of Catering & Conferences

**Close working with:** House Services



#### Purpose of Job

The Events Officer is responsible for the administration of a range of events, from regular weekly catering services and bookings to the delivery of large, complex events run throughout the year.

## Role Duties and Responsibilities

Reporting directly to the Catering Operations Manager, the Events Officer is responsible for accurate and efficient administration of events booking and service at the College.

The main focus of this role is to administer a professional events-booking and delivery service (online, by phone and in-person) from initial customer enquiry through to preparations for delegate attendance at an event - and administering post-event feedback, both for internal and some external clients of the College. The successful candidate will be an accomplished administrator, with a track record of delivery to an exceptionally high standard, ideally with some events and customer service experience.

They will be:

- Conscientious and attentive to detail
- An accomplished user of multiple, IT based systems
- Customer-aware and centred
- A confident communicator, verbally and in writing
- Proactive and solutions-focussed
- Motivated by happy customers and a job-well done, excellently and efficiently executed.

The Events Officer reports to the Catering Operations Manager:

*Responsibilities include:*

- As a first point of contact for internal and some external customer enquiries and communications
- Responding to and administering internal and external event enquiries and bookings as a 'Superuser' of Uniware, UniPay, Kinetic Solutions and other IT based events administration systems
- Dealing directly with F2F enquiries in the Events Office from colleagues, Fellows and students;
- Maintaining accurate records of all College events and associated activities on the College diary in KX
- Assisting with event delivery activities such as preparation of delegate lists, table plans, menus and name badges;
- Ensuring that all documentation and reporting is completed in a timely fashion, accurately and efficiently and in line with the College's procedures;
- Ensuring that high service standards are consistently met or exceeded across multiple 'customer journeys,' from first point of contact, briefing and update meetings and other key touchpoints, through to final event delivery;
- Providing administrative support to the Catering Operations Manager as required.

The post holder will:

- Undertake continuous personal development and professional training as required.
- Be required to work in accordance with College policies and procedures.
- Be expected to participate in training designed to minimise occupational risks. This may include manual handling training, safe use of Display Screen Equipment, PREVENT, GDPR and other data protection training and Health & Safety training as advised.
- This job description may be subject to change following consultation between the Line Manager and Postholder

## General

- Any other duties at the Head of Catering and Conferencing, Front of House Manager and Catering Operations Manager Services' discretion, which will include some working outside of normal office hours and at weekends for special events.
- The post holder will be required to work in accordance with College policies and procedures.
- The post holder will be expected to participate in training designed to minimise occupational risks. This may include manual handling training, safe use of Display Screen Equipment, PREVENT, GDPR and other data protection training and Health & Safety training as advised

***This job description may be subject to change following consultation between the Line Manager and Postholder***

## PERSON SPECIFICATION

*Short-listing will be based on the following specification, which candidates should bear in mind when preparing their application to ensure that their application and suitability reflects the essential requirements of the role.*

Qualifications and Experience	Essential	Desirable
NVQ3/BTEC/City & Guilds/ HND/Degree or equivalent		✓
Skills and knowledge	Essential	Desirable
Administrative and project management experience ideally gained within an events or hospitality environment	✓	
Demonstrable experience of assuming accountability for quality, standards and service delivery	✓	
Experience of supporting the delivery of a range of events in a professional environment	✓	
Financial numeracy and sound IT user skills (as a user of standard desktop applications)	✓	
Excellent written and verbal communication skills at all levels	✓	
A collaborative working manner, accustomed to working as a member of a professional team, though always with a willingness to "own" and advance an issue	✓	
Demonstrates initiative and a passion for excellence and customer service, including face to face at events and taking full responsibility for logistical arrangements at events	✓	
Other Qualities	Essential	Desirable
Experience with Kinetic Solutions, Epsys, or similar		✓
Experienced user of Uniware, UPAY , Kinetix (KX)		✓
Professional experience in higher education and /or working in a collegiate environment.		✓

**As an employer, we care for and look after our employees, ensuring fair and equal treatment. Any necessary adjustments will be considered to the above in keeping with the requirements of the Equality Act 2010.**

**Employment:**

<b>Salary</b>	£29,959 - £33,482 + benefits (Girton Single Spine Points 33 to 37 – depending on skills and experience)
<b>Working arrangements</b>	Full time, 37.5 hours per week.
<b>Contract term</b>	Permanent, subject to a six-month probationary period.
<b>Annual leave</b>	26 days paid holiday plus 8 public holidays.
<b>Other</b>	<p>We also offer:</p> <ul style="list-style-type: none"> <li>Workplace Pension</li> <li>Cycle to Work Scheme</li> <li>Access to Healthcare cash plan</li> <li>Life assurance</li> <li>Gym &amp; swimming pool</li> <li>Free Staff Lunch and refreshments</li> <li>Staff discount to hold private events in College</li> <li>Local Discounts via the University</li> <li>Access to a Holiday Playscheme</li> <li>Free Parking</li> </ul> <p><i>Some of the above are non-contractual</i></p>