Job title: Conference and Events Operations Manager
Department: Conference and Events
Reporting to: Manciple
Responsible for: Conference and Events Operations Team, AV Technician
Location: Jesus College, Cambridge
Hours: Working an average of 37.5 hours per week. Mostly Monday to Friday between 7am and 10pm depending on business requirements. Occasional weekends to cover larger events.
Holidays: 25 days annual leave, plus 8 bank holidays. On occasion it may be necessary to work evenings and public holidays, in which case TOIL will be given.
Salary range: £40,206 – Jesus College Salary Scale Point 41

Job Description

This job description is a guide to the work the post-holder may be required to undertake but does not form part of the contract of employment and may change from time to time to reflect changing circumstances.

Job summary

✦ To actively engage with all members of the College, all conference and events organisers and guests, ensuring their experience at Jesus College is delivered as planned and that we exceed their expectations at all times.
✦ To lead the Conference and Events Operations Team in the day-to-day planning and delivery of all internal and external conferences and events across our facilities. This includes responsibility for the provision of the AV technical service.
✦ To ensure all agreed standards of service are met whilst following industry health and safety legislations.
✦ To lead staff training as required, motivate and develop a dedicated team of hospitality professionals.
✦ To work with the Manciple and the Sales Account Manager in developing and implementing an annual sale and marketing strategy leading to maximise conference and events revenue to meet budgeted targets.

Main Responsibilities

✦ Responsible for the planning of all conference and meeting rooms set up to include AV services as required.
✦ To manage the day-to-day work of the conference and events operation team ensuring that requirements to all clients are meet, last minute changes dealt with proactively and expectations are exceeded at all times.
- Take part in show rounds led by the sales and events team and thereafter maintain effective communication with both clients and sales team so each event is meticulously planned and delivered.
- Monitor industry trends in order to proactively develop the conference and event product including—food, space, furniture and technology to ensure Jesus College conference is a leader in its field.
- Play a key role in managing the department budget including agreed capex investment and the allocation of resources.
- To proactively manage the maintenance of our conference facilities, report faults and maintain a strict checking schedule so the product available is to a high standard and repairs dealt with quickly.
- Responsible for the wider departmental Health and safety and risk assessments management. This also includes responsibility for ensuring that H&S audits of all conference and events space, kitchens, public facing spaces are conducted and remedial actions planned. Work closely with the Head Porter who has the College wide Health and Safety responsibility.
- To manage the Standing Operating Procedures (SOPs) for the areas of responsibilities.
- Responsible for the planning and delivery of staff training.
- To complete duty management shift as required including compliance with all company legal requirements (employment, health and safety, fire, food safety).
- Complete audits in order to achieve best practice as per company objectives and business strategy.
- Attend meetings, key industry events and take an active role with our external partners such as VoE, MIA, HBAA, MC when necessary.
- Being aware of the daily and weekly calendar of events and liaising with the Catering and Conference Teams to ensure that all departments work together to deliver the events professionally and smoothly.
- To assist the reception and conference team in the delivery of conference activity, where additional support is needed.

**Additional Responsibilities**
- Any other task as may be required from time to time as directed by the Manciple and Domestic Bursar, commensurate with the role, level of responsibility and person specification.

**Person specifications**
- Experience of working with Kinetics Solutions (conference module especially, residential module a bonus) or similar software used in the conference and meeting industry.
- Strong understanding of the current AV trends and technologies
- Experience of similar role in a large successful conference and events venue.
- Strong understanding of leading health and safety matters within a similar operation.
- Experience in leading and managing teams including recruitment, training and development.
- Experience in procurement, capital investment and budgeting
- Knowledge of sales process and yield management and the ability to participate in show rounds.
- Knowledge of hotel operations including management of accommodation
- Calm and methodical approach to work
- Inquisitive mind who finds solutions and a way to make things happen
- High level of literacy and numeracy is essential
- Contribute to promoting sustainable initiatives including the achievement of net zero carbon emissions.
Contacts and Communication

- The post holder will have contact with a wide range of international, national and local clients, both academic, corporate and private. Within the College, contact with Fellows’, Students and Staff will be significant. Communication is by all methods and relates to all aspects of the conference and event management process, e.g., handling initial enquiries and providing advice on facilities and the most appropriate venue and configuration; representing the College at trade and exhibition fairs and in-house public relations events; co-ordinating facilities and services such as AV, IT and catering to ensure that all requirements are in place.

Problem Solving

- Resolving problems arising from late alterations to client requirements. Identifying and communicating agreed alterations with the client and responsible departments.
- Any challenges relating to bookings on a day-to-day basis.
- Where necessary the post holder will consult with the Manciple on the most appropriate solution to a problem, and in general ensure he/she is advised of any problems or difficulties which may adversely affect the smooth running of an event.

Direction of Work/Advice and Guidance Received

- The post holder will be expected to initiate progress and prioritise work without daily direction.
- When required advice and guidance will generally be sought from the Manciple.

Benefits

- Membership of a defined contribution pension scheme with a death-in-service benefit of two times salary
- Membership of a healthcare cash plan
- Free daily staff meal when in College
- Access to a range of family friendly policies and welfare support services, including maternity coaching
- Non-contractual bonus payment
- Staff Forum and a Staff Social Committee that organises Christmas & Summer staff events
- Cycle to work scheme
- Use of the College Gym, Tennis courts and Library

Probation period

- The appointment will be subject to an initial probationary period of three months during which the appointment may be terminated by one week’s notice on either side. Following the successful completion of the probationary period, the period of notice would be three months’ notice on either side.

Equal Opportunities and Data Protection

- The College is actively committed to including and supporting all under-represented groups, and promoting an inclusive culture, valuing diversity. The College encourages applications from all sections of society.
- The College has a responsibility to ensure that all employees are eligible to live and work in the UK.
- In applying for this role, you will provide personal data which the College will process in accordance with its data protection obligations and Data Protection Policy. Please ask the HR department for further details if required.
How to apply

Please download and complete our College Application and Equal Opportunities Forms, which can be found online at www.jesus.cam.ac.uk/college/people/vacancies

Completed forms along with a copy of your CV and a covering letter setting out your suitability for this post, must arrive by 12 noon on Thursday 14th April 2022. Please send completed forms to Angela Abbott jobs@jesus.cam.ac.uk.