Job Description

Job title: Conference Operations Assistant
Department: Catering and Conference
Reporting to: Conference Operations Supervisor, Conference & Events Operations Managers
Responsible For: N/A
Location: Jesus College, Cambridge primarily based in West Court conference centre, and as required in other areas of Jesus College.

Hours: The hours of work are 37.5 hours per week. Usually shifts will be 8 hours per day. We are currently accepting applications for various hours, including part time, evenings only and weekends only. Working a shift pattern within 06.30-20.00, including a combination of daytime, evening and weekend shifts. On occasion this may fluctuate depending on business requirements.

Holidays: 25 days annual leave, plus 8 bank holidays. On occasion it may be necessary to work public holidays, in which case a day in lieu will be given.

Salary range: £25,427 – Jesus College Salary Scale Point 14

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 be responsible for setting up, inspection, servicing and cleaning of all meeting rooms, public rooms and other areas used by external visitors and College members.

GENERAL OBJECTIVES

- The post-holder is responsible for setting up meeting rooms, including basic AV/IT facilities, in accordance with client requirements and as directed by your supervisor or Line Manager.
- Cleaning and servicing of function rooms in a timely manner so they are ready for the next booking in accordance with the events schedule or returning them to their standard set up.
- Helping to manage equipment breakdown and last-minute customer requests as they happen.
- Checking rooms and public areas as you move around the College to ensure facilities are clean, tidy and well-presented at all times and resolving or reporting issues to the appropriate person.
- Checking event details have been implemented and ensuring excellent customer service.
- Complying with agreed service standards at all times.
- Proactively liaising with other members of the catering and conference team to ensure changes and updates to event details are captured and delivered.
- Demonstrating an ‘all in it together’ attitude, being ready to assist other catering and conference functions that are experiencing staffing challenges or suchlike to ensure overall operational success.
- Always maintaining hygiene and food safety standards following all food safety and health and safety policies. Maintaining all records as determined by the College policies and industry best practice.
- Ensuring food allergens and other specific laws such as Natasha’s law are always followed.
• Monitoring stock of conference inventory, ensuring that advance thought is given to requirements and notify your Supervisor or Line Manager of any requirements.
• Ability to work in other departments, such as Catering, if there are ‘quiet’ days in your department.
• Any other reasonable tasks required by your Supervisor or Line Manager.

PERSON SPECIFICATION

• Maintaining a high standard of personal hygiene and appearance, including wearing correct and full uniform.
• Being ready to commence duties at the appointed time and to remain on duty, productively working, until the appointed finishing time.
• Ability to listen carefully and be reliable in the carrying out of instructions and tasks, operating on a “right first time every time” basis. If you are uncertain, you question until you understand.
• Good IT skills (at a minimum, the Microsoft suite) and an understanding of basic conference Audio Visual equipment, as well as a willingness to learn.
• Demonstrably putting the customer at the heart of decision making.
• Displaying an understanding of other departments’ challenges, offering collaboration as needed.
• Having a good standard of spoken and written English – this role requires continuous communication with a variety of colleagues and customers.
• Operating in a manner to ensure that you do not put yourself or others at risk.
• Having the flexibility to work shifts including evenings, weekends and public holidays subject to rotas and a willingness to extend or change hours and days of work from time to time upon request and subject to operational requirements. Occasional night cover may be required.

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 lunch when in College
• Access to a range of family friendly policies and welfare support services, including maternity coaching
• Possible 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 one 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 Covering Letter setting out your suitability for this post, should be sent to jobs@jesus.cam.ac.uk to arrive by the closing date.