Job Description

Job title: Conference and Catering Events Administrator (maternity cover)
Department: Catering and Conference
Reporting to: Sales Account Manager and Catering Operations Manager
Responsible For: N/A
Location: Jesus College, Cambridge
Hours: Ideally 37.5 Hours per Week, Monday to Friday. Part time hours for the role will also be considered.
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: £24,731 – Jesus College Salary Scale Point 15 (pro rata for part time)

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 assist a professional and dedicated conference and events team with key administrative tasks. This is a demanding role working directly with the Sales Account Manager and Catering Operations Manager. The Manciple’s office is busy, and the work is very varied. Flexibility towards duties, ability to demonstrate initiative and proactivity are key to being successful in this role.

GENERAL OBJECTIVES
• The post-holder is responsible for assisting with the provision of a professional service across a broad portfolio of conferences and catering events, from major international conferences to day meetings, dining events, product launches and wedding receptions.
• To liaise with and respond quickly to conference and event’s organisers and delegates who are utilising College facilities, thereby ensuring the operational effectiveness and smooth running of such functions.
• To assist the Sales Account Manager and the Catering Operations Manager in finalising details for all events in college.
• To support the office by dealing with enquiries by telephone, email or in person.

Key Areas and Standards of Performance:
Task List and Responsibilities:
The tasks, functions and any key responsibilities of the job, to be carried out on a daily, weekly, monthly, etc basis;
• Assisting the Sales Account Manager and Catering Operations Manager with client from initial enquiry meetings, site visits, preparation of proposals and contracts. Thereafter co-ordinating and implementing all necessary arrangements through to the conclusion of the event Planning in conjunction with departmental heads, the internal administrative support for conferences and other events.
• Liaising with the client and supplying the client with accurate event schedules on or before arrival. Further liaising with supporting departments to confirm that all arrangements have been put into place and any last-minute alterations are communicated.
• Liaise with all necessary departments, to co-ordinate the services and facilities required by the client.
• Ensuring all related administration including correspondence, filing, invoicing is carried out accurately and within required timescales.
• Providing support to and undertaking ad-hoc projects or tasks as directed by the Sales Account Manager and Catering Operations Manager.
• In collaboration with the team to ensure all administrative tasks such as KX function sheets update, printing daily menus, seating plans, creating name cards, updating Jnet and website are correctly allocated and done as required.
• Any other reasonable tasks required by your line manager

**Punctuality & Attendance:**
• To be ready to commence duties at the appointed time and to remain on duty, productively working, until the appointed finishing time
• To notify your supervisor/manager of any absences (e.g. holidays, sickness) that may occur in accordance with the procedure laid down in the Staff Handbook

**Attitude to Work & Carrying Out Instructions and Work with Others:**
Willingness and enthusiasm with which work is carried out; Positive interaction with other members of the team, supervisors and managers, general demeanour whilst at work;
• To be reliable in the carrying out of instructions and tasks accurately and to operate on a “right first time every time” basis
• To listen carefully to instructions and to carry them out as directed, checking if you have not clearly understood what is required of you
• To empathise with the individuals within the team to form positive relationships
• Positively participate to help create a good team atmosphere
• To be constructive in communication with others, be cooperative and helpful and be supportive as needed
• Honest and trustworthy. Pleasant in nature
• Keep your line manager advised of matters which may affect the smooth running of the department
• To lead by example, be inquisitive and always looking to learn

**Product Knowledge and Service Improvement:**
The knowledge and experience required to carry out this job to the expected standard;
• To undertake training as required in order to develop and improve your knowledge and expertise
• To be able to help others
• To develop general knowledge of the College location and layout, other departments’ services and products and this department’s services and products
• To identify areas of service improvement, recommending these to the wider team and partaking in the delivery of new ways of working

**Customer Relations & Sales Opportunities**
Putting the customer’s (conference guests, students, Fellows and staff as well as internal customers), needs first and taking opportunities to promote our products;
• To always operate with a warm and friendly welcome
• Understand and deliver the needs of the customer efficiently, within the required time scale and to the set standard
• Demonstrably “go the extra mile” for customers

Cooperation with Other Departments:
• Carrying out of tasks with a spirit of cooperation and interest in the needs of other departments and their staff
• Demonstrate an understanding of other departments’ requirements and be supportive and helpful to them

Health & Safety & Other Legal Aspects:
Carrying out of duties so that self and others are not put at risk from general hazards;
• Operate in a manner to ensure that you do not put yourself or others at risk
• Report any hazards that you observe
• Always adhere to the health & safety policy and procedures
• Adhere to all licensing regulations
• To demonstrate good sustainability awareness and act accordingly
• Assist with departmental legal compliance

The successful candidate should be able to/have:
• Have very good interpersonal skill, together with proficient written and verbal communication abilities
• Excellent time management skills with the ability to see things through to completion.
• Well-developed and accurate administrative and computer skills.
• Personable with a professional, friendly and customer focused approach.
• The ability to work under pressure and to deal with the day-to-day demands relating to a busy environment, and to schedule work accordingly to meet deadlines.
• Some previous experience of working within a hospitality or conference and events environment is desirable but not essential.

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 on duty
• 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
• 33 days holiday (including bank holidays)
• Generous sick leave allowance
• Free parking on site (subject to availability)
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, must arrive by 12 noon on Monday 5 November 2022. Please send completed forms to Angela Abbott jobs@jesus.cam.ac.uk.