## Newnham College Job Description

<table>
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<tr>
<th><strong>Job title:</strong></th>
<th>Conference &amp; Events Manager</th>
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<tr>
<td><strong>Reporting to:</strong></td>
<td>Domestic Bursar</td>
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<td><strong>Significant working relationships:</strong></td>
<td>Internal: Housekeeping, Catering, Porters’ Lodge, Bursary. External: Meet Cambridge, intercollegiate catering and conference managers</td>
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<td><strong>Line manages:</strong></td>
<td>Conference &amp; Events Co-ordinator; some responsibility in line-managing the Conference Hall Porters</td>
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<td><strong>Place of work:</strong></td>
<td>Newnham College</td>
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<td><strong>Tenure:</strong></td>
<td>Permanent</td>
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<td><strong>Hours:</strong></td>
<td>Full-time (37.5 hours per week) with flexibility to work outside of normal office hours including at the weekend; additional hours are compensated via TOIL (time off in lieu).</td>
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<td><strong>Salary:</strong></td>
<td>Spine point 44 on the University's single salary spine, currently equating to £36,382</td>
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<td><strong>Holidays:</strong></td>
<td>33 days including 8 public holidays</td>
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<td><strong>Pension:</strong></td>
<td>The College offers membership of USS (Universities Superannuation Scheme)</td>
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<td><strong>General terms and conditions:</strong></td>
<td>This post is subject to proof of the right to work in the UK and governed by the provisions in the College staff handbook, policies and procedures which may change from time to time. Confirmation in post is subject to satisfactory references and the successful completion of a six-month probationary period, after which a three-month notice period applies.</td>
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Main Purpose of Role/Overview:

The Conference Office has both external and internal customers.

The Conference & Events Manager is responsible for all aspects of the marketing and selling of conferences, day meetings, events, functions (including weddings), and summer schools at the College.

The Conference Office also provides conference and catering services to all members of the College community; The diary of meetings and events must be managed to balance the needs of internal and external customers.

The post includes the overall operation of the Conference Office, financial administration, and line-managing the Conference & Events Co-ordinator and relevant aspects of the Conference Hall Porters jobs.

Building up strong external and internal working relationships is key to this role as is the flexibility to work outside of normal office hours occasionally, including at weekends.

The primary objectives of the post are to maximise revenue from commercially focused conferences and events and to support internal events run by the College and its academics and students.

Main duties and responsibilities:

- In conjunction with the Domestic Bursar and the Catering Operations Manager, formulating a sales and marketing plan which seeks to increase revenue from conferences and events business.

- Generating sales and new business through marketing activities and conversion of leads from organisations such as Meet Cambridge and Booking.com for Bed & Breakfast business during the vacation periods.

- Reviewing the conference management systems (currently Kinetics and a bespoke rooms management system called RMS) and making recommendations to improve / streamline the management of the College’s meeting rooms and bedrooms.

- Ensuring all administration for the Conference & Events Office, including invoicing and financial reconciliation, is carried out accurately and within required timescales.

- Liaising with the Conference & Events Co-Ordinator to keep the Conference web pages, literature and tariffs up to date.

- Working with other departments such as Catering, Development and Admissions, and contributing to forward planning so that all events run smoothly.

In conjunction with Conference & Events Co-Ordinator:

- Prioritising and allocating bookings for meeting rooms for staff, students and Fellows, for such events as College Dinners, Formal Halls, Governing Body, Council and Committee meetings.
To be the main point of contact for all events and conference business and to act as one of the ‘responsible people’ in attendance on behalf of the College for civil ceremonies (weddings).

Arranging and conducting sales visits for prospective clients.

Dealing with client enquiries (both external and from all members of the College) and working towards the successful conclusion of each event and booking.

Liaising efficiently with conference and event organisers and delegates ensuring all their needs are met and that they have a successful experience at Newham College.

Co-ordinating services and facilities required by each client, including the provision of AV and IT support.

Ensuring the schedule from start to finish for all events and bookings is executed effectively and professionally to ensure repeat business and good feedback from clients.

General:

To take part in the College’s appraisal scheme and to undertake training as required.

To be responsible for your own health and safety in the workplace.

To comply fully with all the College’s policies including health and safety, equal opportunities and data protection.

To undertake any other reasonable request or duties, commensurate with this post.

The above is not an exhaustive list of duties. The post-holder may be asked to take on different tasks as required and all are expected to work collaboratively to support the overall work of the College.

Newnham College is an equal opportunities employer  October 2021
### Person Specification

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<th>Essential</th>
<th>Desirable</th>
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| Qualifications, experience and background | - More than 3 years’ experience of working as a manager in any similar business sector where a strong customer focus and high degree of professionalism are key  
- Demonstrable experience and skills in sales and marketing  
- Experience of financial planning, budgeting, invoicing and reconciliation  
- Experience of drawing up contracts | - Good understanding of the operational side of conferencing and catering services  
- Experience of working in a collegiate environment  
- A working knowledge of VAT |
| Specific knowledge/skills (technical) | - Strong communication and influencing skills  
- Computer literate with Microsoft Office skills including Word, Outlook and Excel  
- Good written and numerical skills  
- Excellent organisational and prioritisation skills | - Experience of running hybrid meetings, using AV and IT equipment to facilitate these  
- Knowledge and experience of using accommodation and conference software, for example Kinetics (KX)  
- Knowledge of the Meet Cambridge enquiry system  
- Knowledge of PREVENT legislation |
| Personal attributes       | - A willingness to work flexibly within a fast-changing environment  
- Flexibility and the ability to work calmly and accurately under pressure  
- Excellent inter-personal skills  
- Keen attention to detail  
- Smart and well-presented  
- Team player | |