Magdalene College
CAMBRIDGE

Conference and Events Coordinator
Job Description

The College

Magdalene College, (pronounced “Maudlin”) is one of the Colleges of the University of Cambridge. It was originally founded in 1428 and re-founded in 1542. Although we are rightly proud of our history, we are a thoroughly modern and forward-looking College. We have developed a strong programme in the Sciences alongside traditional strengths in Arts subjects and the first priority for students is academic work. However there is also a thriving extracurricular life in the College and the Tutors pride themselves on the high level of pastoral care offered to junior members. There are about 500 junior members of whom approx 330 are undergraduates and 170 are postgraduates. There are 40 Fellows, headed by the Master, who make up the Governing Body of the College and also 13 Research Fellows.

On the non-academic side, there are approximately 110 employees in all, split between the various departments of the College, including Porters, Housekeeping, Maintenance, Gardens, Conference, Catering and Buttery, IT, Libraries, Development, College Office and Tutorial and Admissions.

Further details of the College are available on: the College’s Website: http://www.magd.cam.ac.uk

Purpose of the Job

The Conference Office is a significant part of the non academic side of College; the department successfully manages the Fellow, student and internal College functions which make up an important part of College life alongside a whole variety of commercial activities, ranging from Summer Schools to high profile Conferences to Weddings to Banquets.

The College seeks to appoint a Conference and Events Coordinator to work as part of the Conference Office Team based at Cripps Court, Magdalene College. The post holder will play an important role within the team, assisting in the smooth day-to-day running of the department and contributing to the delivery of team goals as agreed by the Catering and Conference Director.
Main Duties and Responsibilities include:

- To maximize conference and events business and to give a professional service at all times.
- Office administration.
- Maintain and assist with the implementation of new systems where necessary e.g. bookings, Forum, database.
- Follow up functions weekly for deposits and contracts.
- To produce an overview of seasonal business in terms of both financial and occupancy reports.
- To abide and be aware of College policies.
- Respond to telephone and email enquiries and take the appropriate actions.
- Liaise with all College Departments as required.
- Report any problems/feedback from clients and/or staff.
- Work as a team member and assist other staff when required.
- Attend meetings when required.
- Maintain good relationships with Fellows, students, commercial clients, customers and suppliers.
- Any other reasonable duties to ensure the smooth running of the Conference Office.
- Secure and convert enquiries into confirmed business.
- Show the College facilities to potential clients.
- Manage new clients and agencies including summer schools; from initial enquiry to completion of event.
- Liaise with clients including students and Fellows
- Carry out all administration for functions, including completing files with all correct information, costing, contracts and inputting on Forum.
Person Specification

The following criteria are appropriate to this post:

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<th>Knowledge and Experience:</th>
<th>Experience of the Conference &amp; hospitality industry is essential and knowledge of the University or Higher Educational establishments is a distinct advantage. Excellent computer skills (e.g. Word, Excel, Outlook and databases); a good working knowledge of using social media and an ability to learn new systems (e.g. website content management) are essential.</th>
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<td>Personal skills and Abilities:</td>
<td>Applicants should have excellent organisational and time management skills along with confident interpersonal skills. They must be able to communicate effectively at all levels, have high standards of accuracy and literacy, be able to work in a team and be flexible in their approach; occasionally working out of office hours and some weekends. Enthusiasm, initiative, tact, politeness and discretion are all necessary skills for this role.</td>
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Salary and Conditions

- The post is full time (40 hours per week) hours as agreed with the Catering and Conference Director and is offered at a salary of £19,766 per annum + benefits
- The postholder will cover the maternity leave of the existing post holder and will be offered a fixed term contract for up to one year or the return of the postholder, whichever is sooner.
- 25 days annual leave plus Bank Holidays.
- There will be a three month probationary period.
- The post-holder may, subject to meeting the enrolment criteria, be eligible to join the College’s auto enrolment pension scheme at the relevant time, with the option for enhanced employee and employer contributions following successful completion of the probationary period.
- Car parking may be available.
- Free meals are available (as a non-contractual benefit, the arrangements for which may be revised as required).

POS/L B
April 2017

Registered Charity No. 1137542