Magdalene College, Cambridge

Senior Conference and Events Coordinator
Conference & Events Department
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 116 employees in all, split between the various departments of the College, including Porters, Housekeeping, Maintenance, Academic, Conference, Catering and Buttery, IT, Libraries, Development, College Office and Gardens.

Magdalene is a small and friendly College situated on the bank of the River Cam in the heart of Cambridge. Complementing the main College site is Cripps Court, a facility comprising student accommodation and conference facilities.

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

Main purpose of the role.

The Senior Conference and Events Coordinator will work as part of the Conference and Events Team. The post holder will be proactive in all aspects of marketing and selling of conferences facilities, including day to day operations of events, administration, and liaising with other College departments. The role will involve some work outside of normal working hours and occasional weekends, particularly during the summer.

A primary objective of the post is to maximise revenue and optimise profits from commercially focused conferences and events. The Conference Office also book conference and catering services for the Fellowship, College Members, College committees and students; the post holder will be responsible for internal meetings and events and they must be managed to harmonise these two elements. The post holder should also be keen to be
involved in the activities of Meet Cambridge (the official venue finding service for conference facilities at the University of Cambridge, Colleges and other venues)

Main Duties and Responsibilities

1. Generating sales and new business through marketing activities and conversion of leads from “Meet Cambridge” and other lead generating agencies. Achievement of revenue and customer satisfaction targets by generating sales and maximising conversion rates through show rounds, familiarisation visits and proactively seeking business potential from previous clients or enquiries.

2. Arranging and conducting sales visits for prospective clients.

3. Managing the conference booking system, (currently Forum) and making sure the information is correct and up to date. Ensuring the system has all internal College events and dates booked as well as term dates.

4. Liaising with Conference Office Manager regarding the prioritisation and the allocation of meeting room bookings for the College, Fellows, and Students; (e.g.: College dinners & events, Committee Meetings, Supervisions).

5. Working with and attending meetings with The Buttery, The Catering Team, the Development Office (Alumnae and fundraising events), the Academic Office (Admissions events), the Housekeeping Department, the Computer Office, The Porters, and other College departments on forward planning and to ensure all events run smoothly.

6. Managing and overseeing the daily set up of meeting rooms and conference facilities ensuring correct signage is displayed, rooms are set up accurately, AV is in place, housekeeping standards are met, and any other client requests have been dealt with. Liaising with all necessary departments to achieve this.

7. Managing the weekly distribution of Function Sheets and ensuring any changes are dealt with and updated.

8. In conjunction with the Conference Office Manager managing internal and external Social Media.

9. In conjunction with the Conference and Events Co-ordinator dealing with enquiries (both external and internal); working with clients from initial enquiry, site visits, preparation of proposals and contracts. Thereafter co-ordinating and implementing all necessary arrangements through to the conclusion of the event.

10. In conjunction with the Conference and Events Co-ordinator providing a meet and greet service to the client, being visible during events, responding quickly to conference organisers and delegates who are utilising College facilities, thereby ensuring the successful running of events.

11. Ensuring pre-event checks are carried out with the client and supplying the client with accurate event schedules and information 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.

12. Attending meetings outside of College as required which may involve Meet Cambridge, other Colleges and/or trade and exhibition fairs. Occasionally this could be outside of Office hours.

13. In conjunction with the Conference and Events Co-ordinator to be the “responsible person” in attendance on behalf of the College for Civil Ceremonies.

14. Ensuring all related administration including correspondence, filing, invoicing are carried out accurately and within required timescales.

15. Providing support to and undertaking ad-hoc projects or tasks as directed by the Conference Office Manager and Director of Catering and Conferencing.

16. Working with the Conference Office Manager, keeping the Conference web pages, literature and tariffs up to date.

17. Ensuring that all files/data are kept current and in compliance of GDPR regulations, Prevent and the Colleges Freedom of Information Policy.

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

**Scope of role:**

The College is an established venue for business and academic conferences, summer schools and is licensed for civil ceremonies.

External business may range from residential conferences, to formal dinners, to drinks receptions, to Summer Schools, weddings, lunches, day meetings, product launches and many other types of events.

Internal functions are similarly varied but cater for many of the College Committees, an annual cycle of College events and dinners, and Fellow and student events.

**Significant internal/external relationships:**

The post holder will have contact with a wide range of international, national and local clients; academic, corporate and private. Within the College, contact with members, students, staff and Fellows will be significant.

The post holder will work closely on a daily basis with the Conference Office Manger, the Conference and Events Co-ordinator, The Director - Catering and Conferences, The Head of Buttery, the Head Chef, the Head of Housekeeping, the Catering Accounts Administrator and will have effective communication with the Heads of Department all other College Departments.
Person Specification

The following criteria are appropriate to this post:

Knowledge and Experience:
1. Experience of the conference/events/hospitality industry is essential.
2. Demonstrable sales and marketing experience and skills.
3. Excellent administrative skills.
4. Excellent IT skills (Microsoft Outlook, Word, Excel, Powerpoint and databases)
5. An ability to learn new systems (e.g. internal booking system) are essential.
6. Knowledge of University or experience of working in a Cambridge College is desirable.
7. A good working knowledge of using social media for awareness and promotional purposes is an advantage.

Personal skills and Abilities:
1. Excellent organisational and time management skills along with confident interpersonal skills.
2. Able to communicate effectively at all levels.
3. Have high standards of accuracy and literacy.
4. Be self motivated and able to work independently as well as being a key member of a small team.
5. Be flexible in their approach; occasionally working out of office hours and some weekends.
6. Enthusiasm, initiative, tact, professionalism and discretion are all necessary skills for this role.

Salary and Conditions
• The post is full time (40 hours per week). Generally the working days will be Monday – Friday. However this position may require occasional hours to be worked outside of these parameters including evenings and weekends.

• The salary is £24,500 - £26,500 per annum, dependent on qualifications and experience plus non-contractual Conference Bonus and overtime, when applicable. When 40 hours per week are exceeded overtime will be paid at a rate of time and a half.

• 25 days annual leave (plus Bank/Public Holidays).
• Complimentary meals on duty
• Car parking is available.
• There will be a six month probationary period.

• Uniform: It is expected that the Senior Conference & Events Co-ordinator will be smartly dressed at all times.

• 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.