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 Academic, Catering and Buttery, College Office, Conference, Development, Gardens, Housekeeping, IT, Libraries, Maintenance and Porters.

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

Purpose of the Role

The Conference and Events Coordinator will work as part of the Conference and Events Team. 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 wide variety of commercial events.

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 Director Catering and Conference. This may include 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.

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 Manager, 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.

**Responsible To: Conference Office Manager**

**Main Duties and Responsibilities include:**

- To maximize the Conference and Events business within the College and play an active role in the delivery of successful events.
- Manage bookings from initial enquiry, to set up, to event management on the day, to completion of the event and follow up.
- Act as a point of contact and proactively respond to telephone, email and face to face enquiries.
- Conduct show rounds of the College facilities to potential clients
- Be proactive in the selling of the College facilities and skilful in converting enquiries into bookings.
- Responsible for all event administration, accurate inputting of information into the booking system, contract production, following through to invoice checks.
- To manage Fellows, students and internal College bookings and events. This includes using 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.
- To work with and attend meetings with many other College departments on forward planning and to ensure all events run smoothly.
- To assist with 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.
- To provide 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.
• To produce a weekly Function overview and Function sheets for the team/s.
• Assist with basic Audio Visual set-ups.
• Assist in marketing activities, attending and representing the College at workshops or exhibitions as required.
• Attend internal and external meetings when required.
• Assist the Conference Office Manager with social media and website activities as required.
• Assist in report writing as necessary.
• Maintain good relationships with Fellows, students, clients, agencies and suppliers.
• Liaise with all College Departments and staff as required.
• Follow all College Health and Safety Guidelines.
• Contribute towards the goals and targets of the department.
• Any reasonable request made by the Director Catering and Conference or a member of the College senior management.
The following criteria are appropriate to this post:

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<th>Knowledge and Experience:</th>
<th>Experience of working in the Conference/Events or hospitality industry is essential as is knowledge of event management. Understanding of the University and/or Higher Educational establishments is desirable. Excellent IT skills (e.g. Word, Excel, Outlook and databases); a good knowledge of using social media and an ability to learn new systems are essential. Experience of using meeting platform tools such as Zoom/Teams.</th>
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<td>Personal Skills and Abilities:</td>
<td>Applicants should have excellent organisational and time management skills along with a confident manner and a friendly approach to their work. They must be able to communicate effectively at all levels, have high standards of accuracy and literacy, be able to work independently as well as in a team and be flexible in their approach; occasional working out of office hours and some weekends is necessary. Applicants must have the desire to provide an excellent service to all end-users and ensure high standards are met. Enthusiasm, initiative, tact, diplomacy and politeness are all necessary skills for this role.</td>
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**Salary and Conditions**

- The post is full time (37.5 hours per week) hours as agreed with the Catering and Conference Director and is offered at a salary of £25,080 per annum.
- The post is for a fixed period of 12 months.
- 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.
- Free meals are available on duty (as a non-contractual benefit, the arrangements for which may be revised as required).

VH/LB/C&E
November 2021