Conference and Events Office Assistant

Role

To provide general administration for the Conference & Events Office to ensure the smooth running of all functions for both internal and external clients.

Job Description

The Conference and Events Office Assistant will report to the Conference and Events Assistant Manager and work with the conference team to fulfil the objectives of the College’s conference business. The post holder will provide administrative support to the conference and events team.

Key duties and responsibilities

- To be a point of contact via telephone and email for enquiries and requests, from both on-site event organisers and external clients.
- Assist in taking internal room bookings for students and staff using the room booking system.
- Assist in managing Formal Hall bookings during term time, liaising with the relevant organisers including block bookings, MCR and choir bookings.
- Assist in taking bookings from Fellows for High Table.
- Assist in liaising with other departments when necessary concerning functions, making sure all information is sent efficiently and accurately.
- Assist with the co-ordination of the weekly department function packs.
- Accurately prepare documents for each event including menus, signage, seating plans etc. and to ensure these are completed within the required timescales, ensuring the information is distributed to the relevant sections of the department.
- Ensure all conference delegates and guests receive a welcome pack on arrival at the College, with all information that is relevant to each guest.
- Maintain the stock levels of office and department stationary.
- Data entry on to the client database, and others systems when necessary.
- To assist in maintaining the office filing system and keep it up to date.
- Assist with the general administration of conferences and events as directed by the Conference & Events Assistant Manager.
- Undertake any other reasonable duties as may be required by the Conference and Events Assistant Manager.

These duties may change from time to time in consultation with the post holder, to reflect the needs of the College.
Person Specification

- An interest in pursuing a career in events management.
- A-Level Standard of Education, with at least GCSE or equivalent in English and Maths.
- Excellent interpersonal skills, with the ability to communicate with people confidently and effectively on the telephone and face to face.
- A team player, with a willingness to assist other team members as necessary.
- Strong organisational and time-management skills.
- A confident telephone manner and ability to respond courteously and helpfully to all enquiries.
- A pro-active approach to tasks.
- Attention to detail and accuracy in the written word.
- Ability to work autonomously and to seek guidance where necessary.
- Computer literate, with a thorough knowledge of Email, MS Word, PowerPoint and Excel.
- Flexibility to work hours to suit the demands of the Department to achieve deadlines.
- Discretion at all times when dealing with matters of a personal or confidential nature.
- An understanding of the Data Protection Act.