

Job description and person specification

Job title	Head of Conference and Bookings		
Grade		Salary	£28k-£30k
Hours	35	Location	Cuddesdon
Reporting to	Chief Operating Officer		
Key Relationships	Chef Manager, Head of Housekeeping		
Budget Responsibilities	Taking payments via worldpay and stripe, agreeing prices for conference bookings, calculating invoices, minor expenditure on conference consumables.		

Summary, purpose and objectives of the role

This is a key role in the hospitality team overseeing and administering enquiries and bookings for the College's buildings, as well as being a welcoming onsite presence and point of contact for conference and other users.

As a member of the Bursarial team to support the work of the Chief Operating Officer across all aspects of Cuddesdon's activities, helping to enable the smooth, friendly and efficient operation of a small but complex organisation in which the contribution of each team member is valued and appreciated.

Main duties and responsibilities

Conference, events and guest stays

Take and co-ordinate bookings for all meeting rooms and accommodation – this includes all college or student related bookings and those from external groups.

Receive and manage conference enquiries, meeting with prospective clients, establishing requirements, issuing quotations and booking forms, dealing with all correspondence, allocating rooms and invoicing.

Input all bookings into the College booking system and ensure all data, including dietary requirements, mobility or disability requirements is accurate and up to date.

Attend as necessary to greet guests and issue keys, or to arrange a deputy.

Liaise with colleagues – catering, housekeeping – to ensure the best possible service to students and external groups and visitors.

Update public calendars with all bookings and events.

Arrange for the payment of deposits by hirers, and issue invoices for full payment.

Ensure AV and other equipment in the meeting rooms is set up correctly and in good working order.

Regularly review the booking procedures, implementing improvements to increase productivity and efficiency.

Other Duties

Cover for reception and general office functions (when other staff absent)
Assist with marketing, promotion and communication of conference activity.
Other duties as directed by the Chief Operating Officer as required.

Summary Terms & Conditions

Hours: 35 hours per week Monday to Friday, with flexibility for evening/weekend working

Location: Cuddesdon

Salary: Between £28,000 and £30,000 (dependant on experience)

Contract: This is a permanent position subject to satisfactory completion of a six month probation period.

Holiday: The holiday entitlement is 6 weeks plus 8 bank holidays. Annual leave will not normally be granted during term time. You will be required to take up to a week of annual leave during each of the Christmas and Easter closed periods.

Pension: You will be eligible for membership of a Church of England Pension scheme to which the College contributes 6.5% of basic pay and the employee is required to contribute a minimum of 1.5%. In addition the College pays 0.5% for life insurance cover.

College Meals: You may join students and staff for free lunches in the College dining room during term time when the kitchens are open.

Ripon College Cuddesdon is committed to safeguarding and ensuring the welfare of children and adults. This is a responsibility that is shared by all staff. The suitability of all prospective employees will be assessed during the recruitment process in line with this commitment. We have safeguarding policies in place which staff are expected to read at induction and keep up to date with any policy changes throughout their employment and/or volunteering experience. Regular training is provided.

Person Specification		
Qualities	Essential	Desirable
Qualifications	Good basic education including English and Maths	Relevant qualification within the hotel or events sector, or higher education degree
Knowledge and experience	<p>Experience of conference and events management.</p> <p>Experience of working in a customer facing environment</p>	<p>Experience of communications, particularly in relation to social media</p> <p>Experience of organising retreats and events within a faith based context.</p>
General skills & aptitudes	<p>Excellent planning, organisational and project management skills.</p> <p>Clear, concise and effective communication with staff, students and visitors.</p> <p>Excellent customer service skills.</p>	<p>Database</p> <p>Social media tools</p>
Job-specific skills & aptitudes	<p>Excellent IT skills</p> <p>Good problem solving skills, along with a flexible, friendly and calm attitude and approach.</p>	
Personal attributes	Good people skills	

Person Specification		
	Ability to work independently with minimal supervision Calm under pressure Friendly and approachable attitude Sympathy with the ethos, values and objectives of Cuddesdon	
Circumstances	Occasional weekend / evening work	