**JOB DESCRIPTION**

**Job Title: External Events Coordinator**

**Department: Conference/Events**

**Reporting to: Head of Conference & Events**

**Introduction & Background**

Homerton is the newest member of the University of Cambridge. We offer a high-quality conference and events service which is based on two large and spectacular dining halls, 750 bedrooms and a range of state-of-the-art conference rooms. These are all located on a large landscaped campus in close proximity to the Biomedical Campus, Addenbrookes hospital and within easy reach of the historic city centre.

It’s an exciting time to join us as the college is heading in a new direction with our dynamic Principal Lord Simon Woolley, who encourages us to live our values of equality, focus on education and making a difference. We wish to impact and influence future leaders through education, make it accessible for all and our conference arm is an important part of that.

You now have the opportunity to join us and become a part of that future development and direction, as we update our already successful commercial business model. Guests come to attend academic, medical and corporate conferences, learn at a summer school teaching event, attend an educational placement, enjoy a fine dining experience, host an awards dinner, hold a day meeting and much more.

The events business represents an important source of income to the College totalling around £2 million per annum. We believe there is potential to grow this revenue in future years by making increased contact with Cambridge’s growing biomedical research organisations. As well as the dedicated conference centre with 6 meeting rooms there are a further 15 flexible meeting spaces, 4 versatile dining rooms and over 500 en-suite bedrooms available for letting during the vacations with a newly added accommodation block North Wing allowing year-round accommodation at a higher hotel standard rate.

The Events Department covers all elements of onsite and external day to day bookings, processing, invoicing and updating of all enquiries onsite. This including everything from Principal’s events to student bookings, departmental management meetings and Formal Dinners through to corporate day meetings, summer schools, residential conferences, drinks receptions, weddings and awards dinners to exhibitions and more.

**Key tasks/ Job Summary**

To acquire, respond to and develop all external enquiries both online, in person and via telephone as well as providing administrative and organisational support to the events team and clients as required.

The primary remit is revenue production but through the careful selection of suitable business that sits within the college ethos and or supports our international programmes. The integral part that makes a college events’ role different from industry is the need for balancing that with the necessary ebb and flow of the college year.

* Acquiring new business, with a particular focus on working with key companies, identified by the department head.
* Assist with daily handling of the external event inbox.
* Respond to direct emails, phone and website enquiries, create provisional information as needed, checking with the Head of Conference and/or senior team members and develop enquiries into secured contracts.
* Respond to Simpleview (bidding system) enquiries regularly, creating suitable client proposals in a timely fashion.
* Enter enquiries into Kinetics (CRM system) utilising excellent attention to detail and documenting information provided by clients to catering and other departments.
* Conduct client site visits and subsequent follow up.
* Communicate event information- (responding to enquiries) to clients via email, print and phone as required.
* Coverage of reception desk and area alongside other team members ensuring the reception area is clean, tidy and ready for business at all times.
* Input and update Speedy Booker documentation into Kinetics (with wider team support)
* Correct any on the day changes on the system (Kinetics) and liaise between the event sales team and catering, porters, finance, IT & housekeeping departments as needed.
* Prepare all financial invoices relating to event portfolio.
* Adherence to College policies in financial, risk assessment, Health & Safety and other areas when required and applicable - providing necessary documentation and follow up action.
* Produce/assist with production of check in documentation for summer season/out of term events and delivering on check in support during the summer months. Weekend work is required.
* Booking and allocating bedrooms and liaising with Housekeeping and Porters.
* There may, on occasion, be some requirement to assist with set up of rooms- moving furniture.
* To handle any issues which arise and rectify to the best of their ability, referring to the appropriate Manager or Supervisor if necessary.

**Essential Qualities/Skills**

* Prior Event /Conference industry experience
* Highly efficient, organized and well presented
* Excellent computer and Microsoft Office skills, as well as willingness to train in the College CRM system if required
* Self-motivated and able to operate in a fast-paced environment
* Excellent customer service and communication skills
* Flexibility (both in terms of hours and tasks to complete)

**Desirable Qualities/Skills**

* Energetic, personable, enthusiastic and willingness to take initiative
* A team player with demonstrable interpersonal skills
* Professionalism with a “can-do” attitude
* Positive, supportive and friendly personality
* Confident in dealing with a wide variety of personalities and comfortable interacting in all formats with clients