

**Events Manager**

**Salary Point 37 £36,610**

**Full-time 36.5 hours**

We are seeking an experienced Events Manager to continue moving the department forward and shape the future success of the Events operation. Reporting to the Head of Catering and Events, the Events Manager is a key member of the College management team. The Events Office works with, and is supported by, a number of different College departments, including Catering, Accommodation & Housekeeping and the Porters’ Lodge. Duties and responsibilities include managing and leading the Events team, growing the external sales to achieve the College goals and fostering and promoting excellent working relationships with all clients, both collegiate and external.

With a strong background in sales and marketing, the successful candidate will be educated to degree level and supported by a professional qualification, or have the equivalent relevant experience, with a proven track record of generating and closing sales. Strong team leadership and people management skills will be essential to the success of the role, as will the ability to build excellent working relationships with a wide variety of colleagues and clients, including students, fellows, heads of department and their staff, external service providers and commercial customers.

This post is 36½ hours per week, at times to be agreed with your manager, with half an hour unpaid lunch break each day. This is not a fixed-hours post, and the ability and willingness to adopt a flexible approach to working hours is expected. You will be required to work hours outside the normal working week when necessary. Extra time worked is compensated by time off in lieu at single time to be taken in quieter periods.

**Application Procedure**

Applicants should provide a covering letter detailing their skills, knowledge and experience in relation to the role and person specification. Applications to reach Susan Kay, HR Manager hr@fitz.cam.ac.uk by 10am Tuesday 30 November.

Below is the Job Description and Person Specification for this role.

**Job Description**

**Title:** Events Manager

Reporting to: Head of Catering & Events

Reporting to Post Holder: Events Team

 Job Purpose:

The post holder is required to secure profitable events business for the College whilst effectively managing a team. The post holder will also oversee the management of College events in line with the Customer Service Charter.

**Sales**:

* Optimize sales generation through Meet Cambridge
* Marketing Strategy – Create and implement a strategy to maximize revenue
* Develop digital marketing through Social Media and the Web Site. Increase the Search Engine Optimization (SEO)
* Promote monthly sales targets within the events office and report on an agreed frequency level

**H.R. Management**:

* To undertake the leadership required to achieve the proposals within the Conference & Events Review
* Create and develop a Training and Development programme and oversee its implementation.
* To manage the department working hours and holidays
* Carry out annual appraisals for the Events Team

**Finance**:

* Prepare and manage the annual budget for the department
* Monitor the preparation and payment of invoices
* Manage the aged debtors list

**Systems Management**:

* To be a Kinetics lead and ensure that all users are optimizing the system
* Oversee the build and Maintenance of a Data Base
* **Operations**:
* Manage the office on a day-to-day basis
* Look after the ‘Plotting and Logistics’ for bedrooms and meeting rooms
* Carry out site visits and arrange for customer ‘Meet & Greets’
* Carry out regular team meetings

**General**:

* Prepare and manage the department Risk Assessments
* At all times comply with the requirements of the College health and safety policy and positively contribute to maintaining a safe working environment.
* Manage customer feedback
* Work towards gaining accreditation for meeting rooms and bedrooms.
* To undertake any other duties appropriate to the grade as required by the Head of Events and Catering

**Events Manager**

**Person Specification**

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|  | **Essential**  | **Desirable**  |
| **Qualifications Education** | * Degree or similar qualification in the hospitality sector or equivalent experience
* Good level of education
 | Any formal customer care training |
| **Skills, Knowledge, Experience** | * A proven track record of generating sales – conversion and closing through warm leads
* A proven track record of leadership and management
* Experience of working in a customer service environment
* A competent knowledge of I.T. to include Excel and Microsoft Word
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| **Personal Attributes** | * Excellent communication and interpersonal skills
* Ability to work unsupervised
* Willingness to take on responsibilities defined
* Focussed team player. Willing to help and support all members of the team in order to achieve the review goals.
* Ability to innovate
* Proactive and self-motivated with a desire to always deliver the best standards of customer service
* Conscientious with an eye for detail
* Ability to maintain discretion and confidentiality where appropriate
* Flexible approach to work and working hours in order to meet the needs of the role
* Ability to follow set procedures
* Professional and business-like appearance
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