

**Sales and Events Coordinator**

**Salary Point 23 £25,362**

**Full-time 36.5 hours**

Fitzwilliam is a special and welcoming academic community committed to developing the talents of its students, supporting its Fellows, and the training and professional development of its staff. Fitzwilliam is one of 31 colleges within the University of Cambridge, and is a community of around 1,000 people, including undergraduates, postgraduates, Fellows and staff. The College is set in beautiful grounds on a large, seven-acre site within 10 minutes’ cycle ride of all the major University faculties and departments.

Each new individual who joins Fitzwilliam enriches our College and is encouraged to participate actively in College life. Principles of respect and fairness underpin all our work. Wellbeing is key to high academic and professional achievement and the College plays an important role in providing appropriate support in this regard, for students and staff alike.

**Sales and Events Coordinator**

This is an exciting opportunity to join our busy Events Department, which forms part of the hospitality service for College members and external users. The Events Office works with, and is supported by, a number of different College departments, including Catering, Accommodation & Housekeeping and the Porters’ Lodge. This role provides the opportunity to work in all aspect of Event Sales and Marketing in order to generate, manage and facilitate enquiries and bookings for external events.

We are looking for an enthusiastic, self-motivated individual with good organisational, customer care, communication and IT skills, ideally with experience in conference administration for the hospitality sector, though this is not essential. A full job description and person specification are attached.

This post is 36½ hours per week and normal working hours will be between 9.00am until 5.00pm, with an unpaid half-hour lunch break each day, although some flexibility in working hours may be required according to business need and may include very occasional weekend work. Extra time worked is compensated by time off in lieu at single time to be taken in quieter periods.

**Application Procedure**

An application form is available to download from [www.fitz.cam.ac.uk/vacancies](http://www.fitz.cam.ac.uk/vacancies).

Applicants should submit a covering letter and application form to reach Susan Kay, HR Manager. This can be by email [hr@fitz.cam.ac.uk](mailto:hr@fitz.cam.ac.uk) or by post to Fitzwilliam College, Storey’s Way, Cambridge CB3 ODG.

**Please note that CVs will not be accepted without an application form.**

In applying for these roles, you will provide personal data which the College will process in accordance with its data protection obligations and Data Protection Policy: <https://www.fitz.cam.ac.uk/about/official-information/data-protection>

**Job Description**

**Title:** Sales and Events Coordinator

Reporting to: Head of Catering and Events

Job Purpose:

The post holder is required to assist the Events Office in all aspects of Event Sales and Marketing in order to generate, manage and facilitate enquiries and bookings for external events. The Post Holder is also required to comply with the Customer Service Charter

## MAIN DUTIES & RESPONSIBILITIES:

* **Sales & Marketing**:
* To bid for (and manage) all relevant Meet Cambridge enquiries on a daily basis
* To deal with direct sales enquiries in an efficient manner
* Ensure that the Fitz Events website is up to date with relevant information
* Actively grow and develop social media platforms through regular posting and engagement in line with Fitz Events marketing strategy.
* Input data onto the data base and create mail shots etc.
* Plan marketing campaigns and attend Exhibitions (both as an exhibitor and delegate)
* Assist in achieving various accreditations (such as MIA and Campus accreditation)
* **Communications**:
* To work with the Fellows of the College and build relationships in order to showcase the College’s facilities
* To communicate with clients on a regular basis
* Liaise with all College departments (where there is a need to know) keeping them informed of all event details and changes.
* To attend the weekly Catering meeting and any other meeting as requested.
* **Systems and Administration**:
* To input the relevant information onto Kinetics for all external events and some College events in a timely manner.
* To understand and use SpeedyBooker in order to increase revenue through Bed & Breakfast bookings.
* To ensure that the Simpleview site is kept up to date with relevant information
* **Finance & Operations**:
* To follow the Events Office booking procedures when dealing with all provisional and confirmed bookings.
* To prepare detailed and accurate quotations for potential clients
* To create and send invoices to all clients when they become due.
* Ensure all payments due are received by the College or chase if required.
* Carry out site visits and arrange for client ‘Meet & Greets’
* To support events at weekends (on a rotational basis) where required
* To support the College Events coordinator when required
* **General**:
* Comply with the departmental 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.
* Prepare any signage, menus, table plans etc. for events (whether owned or not)
* Manage customer feedback
* To undertake any other duties appropriate to the grade as required by the Events Manager.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Qualifications Education** | * Good level of education | * A degree in Event Management * Any formal customer care training * Any Event Management courses undertaken * Any IT courses undertaken |
| **Skills, Knowledge, Experience** | * Experience of working in a customer service environment * A competent knowledge of I.T. to include Excel and Microsoft Word | * Experience of working in a similar role within a College environment * Experience of Kinetics |
| **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 |  |

**Terms of Appointment**

**Tenure and Probation**

This is a permanent role and will be subject to satisfactory completion of a six month probationary period.

**Hours of Work**

Normal hours of work are 36.5 hours per week Monday to Friday.

Normal working hours will be 9.00am until 5.00pm, with an unpaid half-hour lunch break each day, although some flexibility in working hours may be required according to business need and may include very occasional weekend work for which time of in lieu at single time will be given.

**Benefits**

33 days’ holiday (including Bank/public holidays), enrolment into a contribution Group Personal Pension scheme, free lunch on duty, cycle to work scheme, car parking on site and use of College sports facilities (including the College gym).

**Pre-employment checks**

**Right to Work in the UK**

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

**Health Declaration**

Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

**Qualifications**

The person specification for this position lists qualifications that are essential and/or desirable. Please note that if you are offered the post you will be asked to provide your relevant original certificates of these qualificators.

**References**

Offers of appointment will be subject to the receipt of satisfactory references.

**Information if you have a disability**

The College welcomes applications from individual with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful to assist them during their employment.