

## **Candidate Information**

<b>Position:</b>	Assistant Conference & Bookings Officer (1 year)
<b>School/Department:</b>	Campus Food and Drink
<b>Reference:</b>	18/106990
<b>Closing Date:</b>	Monday 3 December 2018
<b>Salary:</b>	£17,751 - £20,836 per annum (potential to progress to £22,017 per annum through sustained exceptional contribution)
<b>Anticipated Interview Date:</b>	Wednesday 12 December 2018
<b>Duration:</b>	1 year

### **JOB PURPOSE:**

As part of the Campus Food and Drink Unit at Riddel Hall, the post holder will provide a professional and effective interface with prospective new and existing clients. Dealing with a wide range of enquiries and assisting with the planning and operational delivery of events.

### **MAJOR DUTIES:**

1. Assist with the conversion of new and existing event, conferencing and banqueting business by providing relevant information to clients on room hire/catering rates and availability, recording client information on the CRM and booking management system (Kx conferencing system) and under taking cold calling to secure business.
2. As a member of the clerical team provide support to the operational team to contribute to the efficient and effective delivery of Riddel Hall services, financial processes and purchases, organising and servicing meetings, producing/updating and printing materials and maintenance of office systems and processes.
3. Assist the team to provide a customer focused friendly and efficient busy front of house service to all visitors to Riddel Hall in a courteous and professional manner and provide a consistent, high level of customer service either face to face by email or phone to include carrying out show rounds as and when required.
4. To assist the Campus Food and Drink Manager and Conference and Bookings Officer in implementing systems and procedures at Riddel Hall which ensure that all relative legislation is being adhered to particularly in relation to Health and Safety, Data Protection, Protecting Children and Vulnerable Adults and any other agreed University procedures that are relevant to the business.
5. To respond quickly and efficiently to any unplanned incidents, problems or complaints which may arise over the course of an event and record and analyse customer feedback in order to suggest ways in which the service can be improved.
6. Assist the conference and Bookings officer with, invoicing and assist in the monitoring of the Department budgets through the University's financial system (QFIS).(P2P)
7. Cover the reception area as and when requested by the Conference and Bookings officer.
8. Carry out any other duties which are appropriate to the post as may be reasonably requested by Campus Food and Drink Manager

### **Planning and Organising:**

1. Plan and organise own work on a daily and weekly basis as agreed with the Campus Food and Drink Manager, and Conference and Bookings Officer ensuring that customer needs are always prioritised.
2. Working with the Campus Food and Drink Manager and Conference and Bookings Officer to ensure the management of space utilization within the facility and managing all enquiries and bookings in a professional and efficient manner.
3. Recording accurately on the Kx conference booking system all alterations made to bookings by clients. This will include changes to numbers attending/catering requirements/layouts of rooms etc
4. Forward plan to ensure adequate resources, equipment and stock are available to service customer needs.

### **Resource Management Responsibilities:**

1. Ensure that all customer accounts are accurate, up to date and processed for invoice in a timely manner.
2. Work with the Campus Food and Drink Manager and Conference and Bookings officer to ensure that all equipment, fixtures and fittings in rooms are fully operational and report any problems to the relevant internal departments through the appropriate channels.
3. Liaise with colleagues in wider internal departments to ensure all requirements are met.
4. Monitor and replenish levels of stocks/stores of equipment and supplies following set ordering procedures.
5. Guide and support junior colleagues in own area in use of basic equipment, procedures etc.

**Internal and External Relationships:**

1. Liaison with other University offices, students and outside bodies on event related issues e.g. Estates Department, Media Services etc.
2. To work closely with all users of Riddell Hall to ensure full integration and utilisation of the facility. These users include Queen's Management School, the Leadership Institute, the School of Sociology, Social Policy, and Social Work, the Institute of Directors, Founder Club Members and the Northern Ireland Centre of Pharmacy Learning and Development
3. Develop and maintain a network of relevant contacts and know who key individuals are for example in the Institute of Directors, NICPLD, the Leadership Institute and QUMS.

**ESSENTIAL CRITERIA:**

1. A minimum of 5 GCSE's at Grade C or above (or equivalent) to include English Language and Mathematics or NVQ Level 2 Administration.
2. A minimum of two years relevant experience working directly with customers in an events and conferencing role within a Hotel, Conference Centre, Arts Centre or similar environment to include:
  - Customer/client data capture and maintenance on a CRM and booking management system.
  - Managing, and developing customer relationships by telephone, email and in person
  - Experience of undertaking successful sales campaigns.
  - Experience of a taking and recording bookings and final details, coordinating activities and passing to operational departments.
  - Up to date knowledge of a wide range of IT systems including databases, MS Word, Excel, Outlook, the web
3. Excellent time management skills.
4. Good general office management skills.
5. Good understanding of relevant regulations.
6. Good understanding of Health and safety requirements.
7. Excellent oral and written communication skills.
8. Ability to provide effective service (including customer service) to required quality standard.
9. Ability to use own initiative to deal with problems as they arise and of working as part of a team.
10. Ability to manage resources.
11. Ability to plan and organize workload to meet standards and deadlines.
12. Flexible, willing to adapt to new tasks and duties.
13. Able to work outside normal working hours for special events or as and when required.

**DESIRABLE CRITERIA:**

1. 1 years' experience conducting sales calls and generating sales.
2. 1 years' experience in financial systems.
3. Event organisation skills.
4. Evidence of being creative and innovative.