



## Candidate Information

<b>Position:</b>	Conference and Bookings Officer
<b>School/Department:</b>	Campus Food and Drink
<b>Reference:</b>	19/107958
<b>Closing Date:</b>	Tuesday 26 November 2019
<b>Salary:</b>	£21,236 to £23,754 per annum.
<b>Anticipated Interview Date:</b>	Friday, 6 December 2019

### JOB PURPOSE:

To use the full breadth and depth of clerical knowledge and experience to assist with the broad work of the Campus Food and Drink unit at Riddel Hall by managing the sales and booking process from start to finish as well as providing a professional courteous, efficient and effective front of house service to all customers.

### MAJOR DUTIES:

1. To oversee the day to day operation of the Riddel Hall office and reception area, developing administrative procedures and supervising a small number of Riddel Hall reception staff, managing and planning work load and facilitating holiday cover.
2. Oversee, operate and maintain the Kinetic integrated booking management system. Ensuring all booking requests, conversions of new and existing business, recording client information and changes to bookings are made correctly, are up to date and accurate and prepared for invoicing. Interrogate the systems as required to provide a range of possible solutions to room booking problems.
3. Provide information and options to clients on conference/events, room hire/catering rates and availability and provide solutions, quotations and advice to internal and external customers in an experienced, timely and professional manner.
4. 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.
5. Support the Business Development Team in achieving appointment and monthly revenue targets through proactive sales activities.
6. Be responsible for the generation and analysis of Riddel Hall reports for the monthly Business Development meeting, which detail patterns of business, customer data and projected spends and work with the timetabling unit to ensure maximum utilisation of space.
7. 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.
8. To assist the Campus Food and Drink Manager 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.
9. 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.
10. Manage orders, invoices and expense claims, reconcile purchase card transactions and assist in the monitoring of the Department budgets through the University's financial system (QFIS).(P2P).
11. Monitor, record all sales and replenish stock from the Welcome Centre. Liaising with Welcome Centre Management as and when required.
12. Where necessary, assist in the planning and operational delivery of University events, providing pro-active service to ensure that customer needs are exceeded.
13. 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, ensuring that customer needs are always prioritised.
2. Working with the Campus Food and Drink Manager and Campus Food and Drink Supervisor 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 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. Ensure the business is delivered within allocated budgets and resources for the business.
6. 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 Riddel 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 GCSEs at Grade C or above (or equivalent) to include English Language and Mathematics or NVQ Level 2 Administration.
2. A minimum of three years relevant experience working directly with customers in an events and conferencing role to include: - 1 year's supervisory experience - Customer/client data capture and maintenance on a CRM and booking management system. - Managing, and developing customer relationships by telephone, email and in person - Up to date knowledge of a wide range of IT systems including databases, MS Word, Excel, Outlook, the web and social media. - Experience of working with financial systems to process purchase orders, invoices and expenses.
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 of normal working hours for special events or as and when required.

**DESIRABLE CRITERIA:**

1. 2 years' experience conducting sales calls and generating sales.
2. Experience of using customer management systems in day to day work.
3. Experience of creating and maintaining websites and email accounts.
4. Supervisory skills.
5. Event organisation skills.
6. Evidence of being creative and innovative.