



## **Candidate Information**

<b>Position:</b>	Assistant Conference and Bookings Officer
<b>School/Department:</b>	Campus Food and Drink
<b>Reference:</b>	20/108137
<b>Closing Date:</b>	Monday 2 March 2020
<b>Salary:</b>	£18,342 - £21,236 per annum
<b>Anticipated Interview Date:</b>	Wednesday 11 March 2020

### **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 assisting the Conference and Booking Officer with the management of 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 assist the Conference and Bookings Officer with the day to day operation of the Riddel Hall office and reception area, managing and planning work load and facilitating holiday cover.
2. 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. 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.
7. 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.
8. Assist in the monitoring of the Department budgets through the University's financial system (QFIS).(P2P)
9. Where necessary, assist in the planning and operational delivery of University events, providing pro-active service to ensure that customer needs are exceeded.
10. 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 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 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 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, and Founder Club Members.
3. Develop and maintain a network of relevant contacts and know who key individuals are for example in the Institute of Directors, 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 one years relevant experience working directly with customers in an events and conferencing role 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
  - 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 normal working hours for special events or as and when required.

**DESIRABLE CRITERIA:**

1. 1 years' experience conducting sales calls and generating sales.
2. Experience of using customer management systems in day to day work.
3. Event organisation skills.