



Candidate Information

Position: Administration and Private Hires Coordinator
School/Department: Eventus and Culture and Arts
Reference: 22/110001
Closing Date: Monday 1 August 2022
Salary: £21,686 - £24,174 per annum
Anticipated Interview Date: Friday 12 August 2022

JOB PURPOSE:

To provide administrative support to QFT Office and oversee the management of QFT's events. Event income provides a significant contribution to the organisation. This role will drive sales, develop new ideas, deliver great events and oversee the financial administration required.

MAJOR DUTIES:

1. To manage and coordinate all private-hire activities and events at QFT. Liaise with hire clients over requirements and to co-ordinate all aspects of hire events.
2. To oversee the QFT general enquiries, answering customer questions and forwarding questions to the correct departments.
3. Oversee promotion of private hires, generating ideas for promotions, working with other departments to develop print and online awareness. Build partnerships with organisations and providers to add additional value to events, in particular weddings.
4. Contribute to QFT meeting its business objectives by promoting QFT programme, QFT membership and QFT Hires to the benefit of both customer and organization.
5. To maintain the efficient running of the office and ensure that day-to-day administrative duties are carried out, including answering the telephone, taking messages, fielding information, dealing with general enquiries, ordering and receiving of goods (including office consumables), recycling, collection and delivery of standard and electronic mail, general correspondence and filing.
6. To be the primary contact for all booking enquiries for QFT rooms. To manage and maintain accurate records of all room bookings ensuring all databases are kept up to date. To communicate effectively with other staff in the Drama and Film Centre over all details of room bookings and the bookings system.
7. To carry out all financial and administrative duties within Queen's University Belfast systems and procedures, including P2P, QFIS and Planon. To ensure all financial documentation relating to private hires is accurate and quotations/ invoices etc are issued in a prompt and precise manner. To oversee film distributor payments including providing box office returns and processing invoices.
8. To collate programme information for stakeholder KPI reporting requirements through detailed record keeping, regularly updated and reported to Programme Co-Ordinator and Head of QFT.
9. To book travel, accommodation and hospitality and distribute itineraries for invited guests and members of QFT team when appropriate.
10. To co-ordinate and minute relevant QFT meetings including weekly operations and regular project specific meetings.
11. To maximise income and minimise expenditure wherever possible maintaining the quality of the work and reputation of QFT.
12. Liaising with staff from the Film Studies and Drama Studies departments in order to develop and maintain protocols for shared use of the venue.
13. Carry out specific research projects, and produce reports for Head of QFT.
14. Assist Finance Officer with monthly reconciliation of credit cards.
15. Oversee the use and maintenance of all general office equipment and ensure they are in working order e.g. photocopiers, organising building maintenance, communicating with office suppliers and central departments such as Purchasing and Estates.
16. Organise and service meetings including preparation of agendas, minutes, follow up correspondence and other administrative arrangements.

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. Experience using a wide range of IT systems including databases, excel, e-mail and internet.
3. Minimum 2 years' experience in an office environment.
4. Minimum 12 months' experience managing private or public events.
5. Demonstrable enthusiasm for event delivery.
6. Good written and face-to-face communications.
7. Ability to conduct cold-calls, speak in front of audiences and network at relevant events.
8. Ability to work on own initiative and as part of a team.
9. Ability to manage resources.
10. Ability to plan and organize workload to meet standards and deadlines.
11. Flexible, willing to adapt to new tasks and duties.

DESIRABLE CRITERIA:

1. Qualification in Events Management.
2. Experience managing or coordinating weddings.
3. Experience servicing meetings.
4. Experience of Box office or ticketing systems.
5. Experience of room booking systems.
6. Understanding of P2P and Queen's University Financial systems.