**JOB DESCRIPTION**

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Events Coordinator</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Commercial Services</td>
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<tr>
<td>Grade:</td>
<td>RHUL 5</td>
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<td>Accountable to:</td>
<td>Conference and Events Manager</td>
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<tr>
<td>Accountable for:</td>
<td>N/A</td>
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**Purpose of the Post**

Liaise with both private and internal event organisers after signed contracts/confirmation are received to prepare and plan for the event, displaying exceptional attention to detail. To oversee the set-up and preparation of events such as weddings and functions and work closely with the Event Manager and Operations team.

**Key Tasks**

**Role Specifics**

- Taking a confirmed event booking from point of contract and then being fully responsible for managing the relationship with the customer until handover on the day to Operations.
- Identifying client requirements in order to meet their expectations
- Meeting with clients to discuss all requirements and operational details of the event
- Working within our terms and conditions to enter all requirements onto the computerised booking system, so that the operating areas are aware of what they need to deliver. This can include: catering, accommodation, porterage, audio visual and computer services.
- Proactively managing the events diary to monitor bookings and ensure there are no clashes so that revenue can be maximised.
- Being familiar with internal departments, the college ‘what’s on’ guide and our internal events service
- Attending and coordinating menu tasting sessions, including advising clients on menus, wine selections and liaising with the client at the event where necessary
- Organising/ attending wedding fairs, conferences, exhibitions, seminars, training and promotional events, as and when required.
- Supporting the operations team if/when required
- The role would be mainly Monday to Friday with occasional weekend and evening shifts
### Financial
- Maximising revenue generation from the administration and co-ordination of weddings functions and events
- Clear understanding of profit/loss both on individual events and departmentally
- Raising invoices and final billing
- Upselling products and services to maximise sales opportunities

### Customer Focus
- Building rapport with clients and delivering an excellent standard of customer service both internally and externally
- Dealing with any customer queries or complaints effectively and efficiently whilst maintaining a professional manner at all times.

### Administration
- Producing menu cards, signage and table plans and entering client feedback onto the system when the event has taken place.

### Demands of the Role
Ensure compliance with college policies and procedures:
- To be aware of College and Departmental Values and Objectives and support their achievement.
- To familiarize yourself with all college policies and procedures and to ensure they are being adhered to on a daily basis.
- To ensure that the correct financial procedures are followed as laid down by college finance.

Ensure the requirements of the Staff College Handbook are fulfilled at all times:
- To promote a smart and professional image of the College at all times especially when in front of customers including wearing the uniform issued to you and maintaining a high standard of personal hygiene.
- To be willing to work in excess of usual working hours when the balance of the company's work or allocated responsibilities requires this. We do not expect excessive working hours, rather we require flexibility when there is a clear benefit to the Organisation.
- To continuously seek to improve performance by learning and developing new skills and keeping up to date with latest developments in the sector.
- To be physically fit and healthy to be able to perform in this post.

### Other Duties
The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.
## Internal and external relationships

The following list is not exhaustive but the post holder will be required to liaise with:

- Chaplaincy
- Account Executives / Conference Office
- Customer Services team
- Event suppliers and third parties
- Health and Safety Officer
- Food Production team / chefs
- Audio Visual
- Porters / Estates
- Security team