



PERSON SPECIFICATION

Job Title:	Conference & Events Operations Manager
Department / Unit:	Commercial Services
Grade:	RHUL 7
Accountable to:	Food Services Manager
Accountable for:	Conference & Event Operations Team

CRITERIA	ESSENTIAL	DESIRABLE	TESTED BY
Qualifications and Training			
Educated to post A level or equivalent experience	X		Application form
Food hygiene level 3		X	Application form
Health and safety qualification		X	Application form
Specific Skills and/or Abilities			
Competent IT skills	X		Application form
Ability to organise, plan and manage multiple events	X		Application form and Interview
Ability to deliver whilst working under pressure	X		Application form and Interview
Able to constantly deliver events to a high standard	X		Application form and Interview
Knowledge of financial systems and event software		X	Application form and Interview
Effective communication with all relevant teams	X		Interview
Effective customer complaint resolution	X		Interview
Experience			

Experience of managing high level events (around 5 years)	X		Application form and Interview
Experience of a commercial role within the University sector		X	Application form
Managing recruitment process including interview and selection		X	Application form and Interview
Experience of effectively managing, training and developing a team	X		Interview
Experience of creating and developing Standard Operating Procedures		X	Interview
Experience of building client relationships		X	Interview
Other Requirements			
Able to work some unsociable hours (i.e. weekends and evenings)	X		Application form
Able to take holidays outside of June and July	X		Application form
Full clean driving Licence	X		Application form
Able to meet targets and deadlines	X		Application form