Job Description

Job Title:	Conference and Events Operations Coordinator
Directorate:	Commercial Services
Grade:	5
Accountable to:	Conference and Events Operations Manager
Accountable for:	Conference and catering assistants and shift leaders

Purpose of the Post

To liaise with both private and internal event organisers after event handover from sales team to prepare and plan for the event, displaying exceptional attention to detail. To oversee the set-up, preparation and running of events such as weddings and functions and work closely with the Conference and Events Operations Managers.

To assist with internal hospitality and other operational needs.

Key Tasks

Role Specifics

- Taking a confirmed event booking from point of handover and then being fully responsible for managing the relationship with the customer until the day of the event.
- Meeting with clients after handover 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.
- Attending and coordinating menu tasting sessions, including advising clients on menus, wine selections and liaising with the client at the event where necessary
- Act as a 'first port of call' for any queries from the Conference and Catering Assistants with regards to catering, building issues, AV issues etc. and advise accordingly
- Liaise with the Kitchens and other teams regarding any short notice changes or requests.

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.
- Keeping KX up to date to ensure all the information needed for an event is there.

Demands of the Role

- To promote a smart and professional image of the University at all times especially when in front of customers
- To be flexible with usual working hours when the balance of the company's work or allocated responsibilities requires during certain times of the year. 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.
- Comply with all health & safety regulations and safe systems of work taking remedial action, as necessary.
- Attend all training as required including all mandatory and yearly refreshers.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The post holder will be expected to undertake other duties as appropriate and as requested by their manager.

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

Our Values

Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.

Person Specification

Post Title: Conference & Events Operations Coordinator
Department: Commercial Services

Criteria	Essential	Desirable
Qualifications And Training		
Educated to A' Level standards	X	
Vocational Hospitality/Catering qualification	X	
Food Hygiene Certificate		X
Health & Safety Certificate		X
First Aid qualification		X
Specific Skills, Experience and Knowledge		
Competent IT skills inc. Word, Excel & stock control	X	
Extensive knowledge of conferences and banqueting operations	X	
Strong leadership people/team management skills	X	
Significant experience in high volume outlet		X
Good knowledge of Health & Safety	X	
Excellent communication & interpersonal skills	X	
Ability to build working relationship with the team, customers, and suppliers	X	
Good administrative & planning skills	X	
Organised and results orientated	X	
Attention to detail	X	
Demonstrable knowledge of food service systems	X	
Experience of staff supervision		X
Good understanding of costs, margins and rotas	X	
Experience in a similar environment		X
Personal and Interpersonal Qualities		
Team player	X	
Commitment to high-quality service	X	
Innovative	X	
Self-motivated & enthusiastic	X	
Other		
Ability to undertake the duties associated with the role	X	
Flexible with working hours	X	
Clean driving licence	X	