Job Title: Conferencing and Catering Coordinator

Department: Catering & Conferencing

Responsible to: Conference and Events Manager

Purpose of Job: To support the Conferencing and Catering Departments with all aspects of coordination and administration to effectively deliver on the department’s objectives. To work closely with multiple College departments, students and Senior Officers to assist in the administrative organisation of events and communications.

Duties and responsibilities:

Event Support
- Promote the College’s conference and event facilities; working closely with the interlinked college departments to ensure a symbiotic approach to events across the college and delivering excellent customer service.
- Support the arrival of summer school programmes, welcoming groups and responding to their requirements upon arrival, coordinating with relevant college departments.
- Support meet and greet events: meet with prospective clients, establishing requirements and arranging viewing of College facilities.
- Support events in person as required, coordinating any requirements and responding to requests, coordinating with relevant college departments.
- Co-ordinate feedback from clients and follow up any actions.
- Coordinate and prepare temporary signage needed for events.
- Maintain close communication with the Head Chef and kitchen team regarding dietary and menu information in advance of events.
- Work collaboratively with the Senior Catering and Events Coordinator and the Conference and Events Manager to ensure good information flow.
- Develop strong working relationships with repeat businesses and clients.

Administrative Support
- To respond to high levels of catering and conferencing enquiries which will include replying to standard letters and emails, including production of some correspondence on own initiative.
- Maintain the relevant email inboxes and communicate relevant information to Catering Departments and other relevant College teams, such as Porters, Housekeeping, Maintenance.
- Coordinate and prepare all menus and other stationary for Cafeteria, formal dinners, conferences and events with a high level of accuracy (including allergen information).
- Utilise Kinetix event system to create bookings and input relevant residential and non-residential event information.
- Generate reports from Uniware dinner booking system and communicate that information with departments.
- Respond to all conference and event enquiries in a timely manner; working closely with Meet Cambridge to increase enquiry to conversion rates.
- Maintain up to date, electronic, records of room availability.
- Utilise Kinetix to generate weekly function sheets for distribution.
- Assist in the management of conference accommodation bookings in the student vacations.
• Use Speedybooker and other software to facilitate external accommodation bookings and administration of those bookings.
• Prepare and deliver the daily handover for the operational teams.
• Update the online menu system with termly menus and input any daily changes.
• Assist the Senior Catering and Events Coordinator with Presidential events and communications.
• Assist the Senior Catering and Events Coordinator, and Conference and Events Manager with event invoicing.

Other
• Working outside of normal office hours, where appropriate for conference business activity, including summer schools. This may include some evenings and weekends.
• Management of the Conference & Catering social media platforms; working closely with the Communications team to work within agreed social media and marketing guidelines.
• To monitor office stationery and other general supplies and to ensure that adequate stocks are maintained. To place all orders for such supplies with the approved supplier.
• Support the operational teams with document upload to HR systems.
• Support the Catering Manager, and Conference and Events Manager with various projects including finance, training and Health & Safety.

Health and Safety
• All staff must adopt a responsible and proactive attitude towards health and safety and to comply with any procedures as required by the College in order to ensure the health and safety of themselves, their colleagues and any other persons that may be affected by their actions. They must be prepared to undertake any training provided in relation to health and safety or which is identified as necessary in relation to their work.

College Staff Values
• To uphold the College Staff Values: Excellence, Collaboration, Respect and Creativity

The above is not an exhaustive list and the post holder may be expected to undertake other related duties as required by the Conference and Events Manager. The list of duties may be subject to revision at the end of the probationary period.

Person Specification

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<th>Education/Qualifications</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td></td>
<td>Educated to GCSE level or equivalent</td>
<td>Food Hygiene qualification</td>
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<td>Good understanding of food allergy requirements and experience delivering this information into a busy operation.</td>
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<td>Educated to A level or equivalent</td>
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<th>Knowledge/Experience</th>
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<td>Excellent customer service skills</td>
<td>Experience of the College/University environment</td>
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<td>A high level of competency for the use of Microsoft Office, maintaining and updating online information and dealing with a large volume of emails</td>
<td>Previous Catering and Conference experience</td>
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<td>Excellent administrative skills with great attention to detail and a strong ability to prioritise</td>
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<td>Excellent organisational skills, including the ability to manage a</td>
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<td>Conference and Catering Coordinator Job Description 2024</td>
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- Strong written and verbal communication skills.
- Proficient in use of Microsoft Word, Outlook and Excel including tables, charts and mail merge.
- Demonstrable ability to use databases and produce reports
- Knowledge of Kinetics
- Knowledge of Uniware/Upay
- Knowledge of Speedybooker
- Knowledge of Meet Cambridge
- Excellent administrative skills and numeracy
- Attention to detail
- Ability to work in a team and independently.
- Ability to use initiative and be proactive
- Ability to cope with a varied and demanding workload
- An enthusiasm for learning new systems and applying them effectively.
- Some of the College buildings date from the 1300s, involving access to basements or upper floors via stairs, which can be narrow and/or steep.

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**Issued by Department Head**

…………………………………………Name

…………………………………………Signature

…………………………………………Date

**Accepted and Understood by Postholder**

…………………………………………Name

…………………………………………Signature

…………………………………………Date

*This job description will be reviewed periodically when additions and amendments may be made.*