TRINITY COLLEGE
UNIVERSITY of OXFORD

Job Description

Conference and Events Officer
Full-time
£32,445

Key Responsibilities

Reporting to the Head of Events, the Conference and Events Officer will work as part of a team to plan and deliver a range of events taking place across the College.
Trinity events range from meetings, conferences, music and theatre events, weddings, drinks parties and Summer schools.

A key element of the role is the pro-active development of commercial revenue, while carefully balancing the requirements of the College community. This requires effective diary management, clear communication and meticulous attention to detail.

Specific Duties

Event Management:

1. Working with colleagues across the College and University on internal and external events in the college, including the Levine Building programme, student events, Fellows and Access bookings.
2. Contribute towards planning and delivering the Events at Trinity Programme, including contracting artists, liaising with speakers and performers as well as colleagues across the college to ensure the programme runs smoothly.
3. Providing the highest level of service to prospective clients (both internal and external) by offering comprehensive information, professional show rounds, quotes and pro-actively following up enquiries.
4. Collating information for relevant departments i.e. Kitchen, Dining Hall, Lodge, Accommodation, Bar, Gardens/Grounds and the Bursary. This includes special dietary requirements, accommodation requirements, staffing requirements, use of gardens/grounds, access to facilities and invoicing.
5. Manage the logistics of events on site and on occasion work flexibly to ensure the event runs smoothly.
6. Assist with management of a Duty Manager and Steward team for events, and help with recruitment when required.
7. Management of the events diary to ensure effective planning and organisation across the calendar. This includes regular communication of the events diary/relevant events to various departments.
8. Working as part of the team to ensure a professional and customer focused service to our Summer school clients.

Revenue Generation

9. Working with the Head of Events and Senior Conference and Events Manager to pro-actively develop commercial revenue for all Trinity event spaces, including the Levine Building. This includes the development of positive relationships with partners including Conference Oxford, along with the development and management of pro-active sales campaigns as required.

Financial Management:

10. Actively working with the team to ensure that commercial revenue is continuously developed, while carefully managing costs.
11. Working closely with the Head of Events and other colleagues to regularly review pricing, menus, wine lists and other elements of our offer.
12. With support from the Head of Events, taking responsibility for the meticulous invoicing of events.

Health & Safety Management:

13. Working with the Head of Events and with support from the H&S Consultant, the Clerk of Works and Domestic Bursar, carry out a regular review of all Event risk assessments, including the management of audience safety in the Levine Building.
14. Carry out full implementation of any revised H&S policies as required. This includes training of staff, and monitoring safety standards to ensure consistency.

General

15. To assist with the organisation of a number of college dinners and events as required, working closely with the President's PA, Bursar's PA and the Academic Office as required.
16. To assist with all elements of the StarRez booking system, including allocating accommodation and meeting rooms, ensuring that information is fully recorded with a high level of accuracy and attention to detail.

Person Specification

Qualifications:

- Educated to "A" level standard or equivalent.

Experience:

- A minimum of two years in a customer focused events role.
- Strong administrative and team working experience.
- Experience in hospitality or client liaison would be desirable.
- AV knowledge and experience of managing hybrid meetings.
- Experience of working in an Oxford College would be desirable.
- Prior knowledge of StarRez would be desirable.

Personal Qualities:

- Meticulous attention to detail.
- High level of customer service skills, with the ability to communicate effectively at all levels.
- Excellent organisational and time management skills, with the ability to manage and prioritise competing demands effectively.
- An excellent team player, who enjoys working as part of a team, and enjoys supporting colleagues in all aspects of events planning.