



Job Title	Events Team Co-ordinator
Line Manager	Events Team Manager
Salary / Grade	£28,437- £32,108 per annum equivalent to Grade 4 on the current University salary scale https://unioxfordnexus.sharepoint.com/sites/OXINTRANET-working-here/SitePages/salary-scales.aspx Placement within the scale is dependent on relevant experience and qualifications.
Main purpose of role	To support the Events Team with day-to-day administration, co-ordination and event delivery.
Contract & Hours of Work	Full time (35 hours per week), permanent, based on-site at the College. This role will require the postholder to work their hours flexibly. Some out of hours and weekend working will be required.
Summary of responsibilities and duties	• To provide day-to-day administrative and organisational support to the Event Team. • To be the friendly and welcoming first point of contact for clients for all College events enquiries, both internal and external. • To provide cover for other team members during periods of absence and assisting with managing peak workloads as required, including filming and livestreaming events.
Key Relationships	• Development Team • Academic Office • The Principal, Governing Body and Senior College Members • Catering Team • Communications Manager • IT Team • College Accounts Team • Lodge Team • Students

Main Responsibilities

- Provide a high level of customer service at all times, including assisting with handling and resolving enquiries from clients
- Corresponding with clients in writing, face to face and over the phone, including writing contracts and processing invoices
- To assist in building relationships with repeat clients
- To take bookings in a timely, friendly and helpful manner, communicating with guests, students, staff and Fellows to ensure that all details are collected and that all requirements can be met
- Accurate use of the College booking system, including maintaining and updating records
- Organising ticketing for events
- General support of the events team, including administrative duties

- Co-ordinating portal (internal) bookings
- Attending events as required
- Working with the Events Team Leads and Events Team Manager to ensure effective marketing and promotion of events
- To support the team to evaluate events delivered with the aim of continuous learning and improvement, including sharing skills and best practice within the team
- To produce menus, table plans and place cards as well as checking relevant Health and Safety documents in association with the Event Team Leads.
- Ensuring that conference and meeting rooms are set up to meet event specification
- Assisting with AV, recording and livestreaming
- Assisting with JdP Events

Person Specification

Essential knowledge, skills and experience

- Previous experience of working in a customer focussed environment;
- Self-motivated, well-organised and able to prioritise their work without supervision;
- Administrative and organisational skills
- Resilient, able to work under pressure, able to find solutions for clients;
- Able to work as part of a team and support team colleagues;
- Strong interpersonal skills: confident and able to work with a wide range of clients and stakeholders;
- Strong customer service orientation;
- Tactful and diplomatic;
- Clear and accurate written communication skills;
- High level of computer literacy: Proficient of Microsoft Office particularly Word and Excel;
- Previous experience of using a customer relations database;
- Competent in the use of social media;
- Willingness to learn, develop and improve;
- Willingness and ability to work outside normal business hours, when required, to support the events delivery.

Desirable knowledge, skills and experience

- Experience of working in a College / Academic setting;
- Experience of filming and livestreaming events;
- Experience of marketing events, including use of social media;
- Experience of working with an events team

The duties and responsibilities described above may be subject to reasonable amendment from time to time. In addition, you will be expected to perform any task reasonably assigned to you by your line manager

Conditions of Employment and College Benefits

- Salary: University Grade 4 range, currently £28,437- £32,108 per annum
- Contract: Full-time post (35 hours per week), based on-site at the College.
- Annual leave: 33 days per year, including public holidays. Please note that the College reserves the right to require staff to work any or all of bank holidays that fall in Full Term.
- Membership of generous contributory pension scheme (OSPS)
- Lunch is provided free of charge when on duty, provided that the College kitchen is open.
- Additional College benefits include: An Employee Assistance Programme; a private medical and dental Scheme (the College participates in a private medical and dental insurance scheme which enables staff to take advantage of group subscription rates); discounted travel on buses

and trains through an interest-free season ticket loan; a Cycle to Work scheme and eye tests and discounted lenses or frames.

- Probationary period: 3 months.
- Notice period: 1 month

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