

Westminster College, Cambridge: Job Description

Position: **Conference and Events Operations Supervisor**
Full time (including evenings and weekends)

Reporting to the Catering Manager (CM), you will take a focused role in the Conference and Events Division (C+E). You will work with the CM, C+E staff and other stakeholders to coordinate the delivery of exceptional experiences and seamless operations for the conference, events, and hospitality clients of Westminster College.

With a mix of administrative, coordinative, and operative expertise, you will be a vital asset to the entire Hospitality portfolio. You will bring practical knowledge, responding professionally to enquiries and take carriage of events. You lead by example, apply initiative, take instructions, and give direction, where required.

You will respect the Christian ethos of the College and particular sensitivities relative to the College's role as a Resource Centre for Learning (RCL) within the United Reformed Church. It is expected that you will have a flexible approach to working hours to take carriage of allocated events.

General responsibilities

You will:

- Work in a pro-active manner, organising your time and work without continuous supervision.
- Have pride in your work, with professionalism and striving for service excellence.
- Respect the privacy of guests and ensure confidentiality of sensitive matters.
- Work in a safe and conscientious manner, observing health and safety requirements, including those relating to COSHH, manual handling, working at height and fire regulations.
- Alert the CM to any concerns or opportunities.

Particular responsibilities

You will:

- Work proactively with the CM and C+E team members to ensure the seamless planning, delivery, and closeout of client experience C+E events.
- Promptly respond to enquiries on events across email, software, telephone, and face to face, taking bookings for events, meeting rooms and liaise with the college staff to ensure the smooth management such bookings.
- Facilitate the setting up, running, supervision and pack down of conferences, meetings, and other C+E functions that you will be accountable for.
- Meet and greet clients as they arrive, coordinate event staff and stakeholders on the day of event.
- Ensure a high standard of presentation and delivery across all conferences, meetings, and other events.
- Conduct appropriate pre-event, event-handover, and event-debrief discussions.
- Provide general administration in collaboration with the C+E members.
- Assist in the development of advertising, marketing literature and promotional events.
- Be a personal licence holder for the College, if required.
- Carry out dining hall services as reasonably necessary to cover staff absence and provide support at peak times and for events.
- Ensure compliance with regulations and best practice relevant to the role as defined including food hygiene, alcohol licensing, health& safety, and fire regulations.
- Seek to identify and implement efficient ways of working and cost savings.
- Provide general assistance to the CM and carry out other tasks, commensurate with the position, as may be specifically delegated from time to time.

Other Matters

- You will have a flexible approach to working hours and be prepared to offer reasonable out of hours support for the Colleges conferences and events.
- You will at all times comply with regulations, policies and procedures of the College or imposed by the Hospitality Manager.
- You will at all times act in the best interests of the College.
- You will act within any standing orders or financial limitations imposed by the Governors, Management committee, Principal, Bursar or Manager in duty from time to time.

Expected Standards

- Communication:** Promote a culture of open and effective communication to enable constructive relationships with colleagues and internal and external contacts.
- Equality & Diversity:** Actively foster an environment which nurtures equality and cherishes diversity.
- Health Safety & Security:** Promote, monitor and maintain best practice in health, safety and security.
- Customer Service:** Work collaboratively to develop a customer service culture which fosters continuous improvement.
- Personal and People Development:** Take responsibility for own personal development and support the development of others to enhance their skills and knowledge.

Further details available in Expected standards document

Person Specification

ESSENTIAL	DESIRABLE	MEASUREMENT
1. Education and Training		
<ul style="list-style-type: none"> GCSE's or equivalent in English and maths Food hygiene level 2 minimum Excellent written and spoken English 	<ul style="list-style-type: none"> NVQ or equivalent level 3 in Hospitality industry 	Application Form
2. Relevant Experience		
<ul style="list-style-type: none"> Minimum of 3 years of recent and relevant hospitality industry experience Experience of working collaboratively and independently. 	<ul style="list-style-type: none"> Experience of not-for-profit organisation or similar environment (College). 	Application Form
3. Special Knowledge and Skills		
<ul style="list-style-type: none"> Respect for the Christian ethos of the College Experienced in providing excellent customer service standards. Familiarisation with the Microsoft Outlook, Word, and other such systems Respect for all College visitors (including customers, volunteers and URC colleagues or members) Ability to work with a computerised booking system. Ability to lead and manage event teams. Ability to confidentially plan and run various events including weddings, conferences, and formal dinners. 	<ul style="list-style-type: none"> Banqueting and fine dining experience Experience with Kinetics software Personal license holder 	Application Form / Interview
4. Special Qualities and Aptitudes		
<ul style="list-style-type: none"> Helpful, positive and friendly, with a 'can do' attitude. Professional communication and organisation skills Pro-active, able to take initiative. Prepared to train and develop. Discreet and sympathetic Able to take on specific responsibilities 	<ul style="list-style-type: none"> Ability to supervise and motivate people. 	Application Form / Interview /
5. Any other requirements		
<ul style="list-style-type: none"> A willingness to work flexibly across the year as the seasonality impacts C+E scheduling. 	<ul style="list-style-type: none"> Living within 20 miles radius or 45 minutes from the College for emergency cover 	Application Form / Interview

March 2023