

Westminster College, Cambridge: Job Description

Position: Conference and Events Sales Co-ordinator

Full-time 37.5 hours per week

Salary £27,944

Reporting to the Conference and Events Manager, as the Conference and Events Sales Coordinator at Westminster College, you will play a pivotal role in our vibrant Conference and Events department. Responsible for handling a diverse range of events, from conferences and meetings to corporate and private dinners, parties, and weddings, you will oversee every aspect from initial enquiry to seamless execution.

You will be a motivated individual with excellent organisational skills, a customer-centric approach, and a passion for driving sales.

General responsibilities

You will:

- Work in a pro-active manner.
- Organise your time and work without continuous supervision.
- Have pride in your work, with professionalism and striving for service excellence.
- 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 Manager to any concerns or opportunities.

Particular responsibilities

As the Conference and Events Sales Coordinator, you will take ownership of the entire event lifecycle, ensuring seamless execution and client satisfaction while actively contributing to business growth:

- Proactively manage new enquiries, via telephone, email and other channels, guiding them through the conversion process to secure confirmed bookings.
- Foster enduring client relationships, encouraging repeat business through personalised service and attention.
- Follow up on enquiries as per the agreed enquiry process. Responding promptly and effectively to event queries across telephone and various communication channels.
- Prioritise new business and big business as appropriate.
- Produce accurate written correspondence and documentation using a range of software tools.
- Oversee the management of contracts, deposits, prepayments, resolving account queries, and processing credit card charges.
- Conduct engaging client show rounds, highlighting venue features and offerings.
- Collaborate closely with the Operations Team to co-ordinate flawless event execution
- Participate in carrying out the events if required.
- Gather and analyse client feedback to continuously enhance service quality.
- Uphold exceptional standards of presentation and delivery across all events.
- Provide administrative support and assistance to team members as needed.
- Contribute ideas and support the development of advertising, marketing materials, and promotional events.
- Actively participate in training initiatives to enhance skills and knowledge.
- Ensure strict compliance with relevant regulations, including food hygiene, alcohol licensing, and health & safety standards.
- Support the manager by Identify operational efficiencies and cost-saving measures.
- Offer support and general assistance to the Manager and carry out other reasonable/additional duties required to support departmental objectives.

Other Matters

- Possess a good understanding of computer systems with a willingness to learn.
- Demonstrate proficiency in written and spoken English, with strong communication skills.
- Display meticulous attention to detail and the ability to manage multiple tasks simultaneously.
- 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 if necessary.
- You will at all times comply with regulations, policies and procedures of the College or imposed by the 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 on 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.

July 2025

Person Specification

ESSENTIAL	DESIRABLE	MEASUREMENT
1. Education and Training		
<ul style="list-style-type: none"> GCSE's or equivalent in English and maths Excellent written and spoken English 		CV
2. Relevant Experience		
<ul style="list-style-type: none"> Recent and relevant experience of the hospitality industry Experience of working collaboratively and independently. Proactive sales experience 	<ul style="list-style-type: none"> Previous experience in a similar role Experience of not for profit organisation or similar environment (College). 	CV
3. Special Knowledge and Skills		
<ul style="list-style-type: none"> Experienced in providing excellent customer service standards Respect for all College visitors (including customers, volunteers and United Reform Church colleagues or members) Ability to work with a computerised booking system Ability to confidentially plan events including weddings and conferences 	<ul style="list-style-type: none"> Banqueting and fine dining experience 	CV/ 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"> Comfortable with general office/computer skill Experience with Kinetics software 	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. 		Interview