Conference and Events Manager
(Full Time or Part-Time)
Job Description

St Catharine’s College, Cambridge

St Catharine’s College, founded in 1473, is situated in the historic heart of Cambridge. The College is a centre of excellence: both academically and in sport, music and the arts. St Catharine’s is led by the Master, Professor Sir Mark Welland, and has some 70 Fellows, 430 undergraduate and 200 graduate students. Our welcoming community is also part of what supports our thriving Conference and Events Business, which in turn enables us to invest in our Students, Staff and Fellows. The successful candidate will join the college at an exciting time as we commence a project to re-model our social spaces to improve accessibility and connectivity, and in coming years to refresh our accommodation to the benefit of both our Students and Conference guests.

The Post

We are looking to recruit a Conference and Events Manager to lead our Conference and Events business, representing the College externally, promoting and differentiating St Catharine’s and developing the business further from its current position. The Conference and Events Manager will lead a team of 3 other conference and events professionals. The successful candidate will work collaboratively across College Departments to ensure our Conference and Events Business works seamlessly alongside other aspects of College life, including Students Services and our Alumni and Development Office. They will have the specific support of our Communications Manager in representing St Catharine’s externally to existing and new clients, and the Catering and Conference Director and the Operations Director, alongside other College Office and Heads of Department.

Main Responsibilities

- To refresh, develop and implement a strategy for conference and events sales and delivery so that we can achieve year on year growth and cement our position as one of the leading conference and events venues in Cambridge.
- To have oversight of client relationships (internal and external) to ensure the appropriate level of customer service and satisfaction is guaranteed.
- To oversee conference and event enquiries, including meeting with prospective clients, establishing requirements and arranging viewing of College facilities.
- To communicate relevant information (including last minute alterations) to college departments ensuring that the information is sufficiently detailed, accurate and prompt to enable necessary planning and preparation to be carried out prior to an event.
- To communicate as and when needed with the catering team, to coordinate work schedules, client requirement and updated event planning.
- To work with all departments to ensure conferences and events are run in conjunction with, and do not detract from the College’s day to day academic life.
- To ensure all conferences and events are appropriately overseen by you and your team, as and when required.
- To input into the budgeting process and monitor conference income and expenditure against that budget.
- To assist with forward planning for future conference and commercial activity, including monitoring room and facility requirements.
To advise College on letting rates that are competitive and profit making and within current market rates
To make sure that all terms and conditions are up to date and are relevant for our business and protect the interests of the college.
To act as main Contact with Meet Cambridge
To attend Conference Managers meetings as and when required

Data Management- KX booking system

To oversee the administration of all out of term student accommodation, in conjunction with Student Services, Accommodation Manager, Head Porter, Housekeeping and the maintenance Buildings and Maintenance.
To ensure that all working procedures for the KX system are adhered to.
To ensure that KX is being used in conjunction with current GDPR legislation and the Colleges own policy on GDPR.
To use the KX system to provide reports on room useage, occupancy and financials to the Catering and Conference Director and Operations Director.
Any report any breaches in GDPR are reported to the relevant college officer (bursar) in a timely fashion.

Sales and Marketing

To create an annual strategy on Sales and Marketing identifying key areas in which Sales and Marketing need to be focused.
To develop and provide monthly prospects and sales reports to College.
Management of the sales processes, procedures and activity through a disciplined approach to targets, objectives and outcomes.
Oversee digital content (website, social media) for the Conference and Events Business, with the support of the Communications Manager.
To work to improve on existing procedures, create new standards and work closely with other departments, where appropriate.

Team Management

To manage the team in a way that motivates them to be successful and happy in their roles
To ensure all team members have clear objectives, appraisals and training and development plans.

Compliance

To ensure all licensing objectives are followed in line with law and college policy.
To ensure that the College has up to date working document on safeguarding and to make sure that this is enforced and that all clients are made aware of the policy.
To work closely with the Health and Safety Manager to ensure all documentation relating to Conferences and Events is up to date.
To communicate with the Buildings and Services Team regarding ongoing building and maintenance works to enable them to be effectively planned around the conference business.
To ensure adherence to the provisions of Fire & Health and Safety legislation and regulations.

Remuneration

The salary will be in the range £35k - £40k. This is a permanent appointment with a probationary period of six months and the post-holder will be able to join a pension scheme. Meals in Hall are provided during working hours.
Special Conditions of Service

Holiday is to be taken by agreement with the line manager having regard for busy periods.

The post holder is expected to work 40 hours a week this is on a full time basis. For the right candidate, we will consider part-time / flexible working. Working hours will be between core hours of 10am and 4pm, with flexibility around these hours for the remaining time at times when conferences and events are held during the working week. Where Conferences, Events and meetings require evening and weekend work College expects time to be taken in lieu of these hours ideally within the same working week, and in any case within the same month. This is to ensure excessive hours are not worked within a given period of time.

Holiday entitlement is 25 days per annual leave year, in addition to Public Holidays. There may be a requirement to attend events in the evening and at weekends for which time off in lieu will be given.

The Conference and Events Manager will report into the Conference and Catering Director who reports to the Operations Director.

Person Specification

To be successful in the role, you will need to be a strategic thinker with a strong understanding of the Conference and Events Business, ideally with the Cambridge area, or other collegiate cities. You will excel in sales and marketing with excellent communication skills and a proven ability to lead a team.

- Educated to degree standard,
- Knowledge of Conference and Events; a minimum of 3-5 years’ experience, including in the Sales and Marketing of venues.
- Numerate and able to manage a budget.
- An understanding of the Collegiate University and the alumni and relations function of a Cambridge College is desirable.
- Able to work in a collaborative and democratic environment.
- Ability to use own initiative and work under pressure, but also a team player comfortable working closely with colleagues and adept at building strong working relationships in a flexible and enthusiastic manner and who is able to manage others’ expectations.
- Excellent attention to detail and good organizational skills.
- The ability to work independently although proactively. With the ability to produce clear, accurate materials with the correct ‘tone’/experience of working with branding guidelines.
- Excellent IT skills,

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.

How to Apply

Please refer to our website; www.caths.cam.ac.uk/about-us/vacancies and download the College Application form, Job Description and Equal Opportunities monitoring form. Please complete and return these two forms with a CV and covering letter to Sally Warr at cathsjob@hermes.cam.ac.uk. Only complete applications will be considered.

The closing date for this post is 10th April 2020 and interviews are likely to take place during the week of 27th April 2020.