

Conference Experience Coordinator

Department:	Estates and Facilities
Grade/ Salary:	Grade 5, £31,442 - £36,827 (incl. LW)
Contract Type:	Permanent
Hours:	35 per week/ 1.0 FT Mon-Sun, 07h00-22h00
Location:	New Cross, London

Closing date for applications: **30/10/2023**

Interviews: **31/10/2023**

Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

We are happy to supply information in alternative formats for disabled applicants. Please contact hr@gold.ac.uk to make your request.



Passionate about advancing equality
and celebrating diversity.
Together, we are different



Together
we are different

Department of Estates and Facilities Management

Estates and Facilities Management is a specialist directorate within the University with over 200 staff. It maintains and supports the University and its changing needs in respect of the following disciplines:

- estates strategy & strategic development
- capital projects, minor works and refurbishments
- maintenance (building and grounds), surveys, statutory compliance
- Infrastructure
- space utilisation & timetabling,
- energy and carbon management,
- environmental management
- facilities services including: cleaning, portering, security, customer service reception duties, waste, postroom and central stores
- health and safety
- catering
- conference services
- procurement
- print services

The main campus is based at New Cross, London Borough of Lewisham and covers approximately 16 acres. It comprises some 100 buildings ranging from three fine Victorian Grade II listed buildings, a number of former domestic properties (now being used for academic and office purposes), a range of post-war utility buildings (now requiring replacement), to new purpose built ultra-modern buildings. Also situated approximately 12 miles from the main campus is Loring Sports Ground, located in Sidcup, London Borough of Bexley, which consists of a 20 acre sports ground and associated buildings. The variety of buildings presents a diverse set of challenges.

Estates & Facilities Management aims to make significant improvement to its service delivery and the quality of the estate in order to meet the rising expectations of staff and students.

The main functions of Estates and Facilities Management are:

- To advise on strategy to optimise the use of the estate and to meet the future requirements of the institutional/corporate plan;
- To procure development projects as approved;
- To manage and keep under review, property agreements, leases etc.;
- To liaise with external bodies, as appropriate concerning the estate;
- To maintain buildings, services and grounds in safe condition and fit for purpose;
- The provision of timetabling services to maximise space utilisation.
- To operate support services which meet agreed Service Level Standards;
- To monitor effectively all financial activities to ensure departmental compliance with University's financial regulations and procurement procedures;
- To adopt value for money solutions in all aspects of activities;
- To develop, maintain and implement policies and procedures to effectively manage the estate and its services;
- To identify and meet current and emerging 'customer' requirements;

- To ensure that all work and services for which it is responsible, are undertaken in a safe manner;
- To provide all of its staff with the necessary training and support to effectively undertake their work and promote personal development;
- To provide a facilities management function for the delivery of cleaning, portering, security, FoH services, waste, postroom & central stores.

Estates and Facilities Management's overall aim is to provide for sustainable first class facilities for research, teaching and learning and other activities and to create a vibrant and safe environment for students, staff and visitors and to deliver a service in a professional and integrated way.

Job description

Reporting to: Commercial Operations Manager

Summary:

Responsible for the operational supervision of the commercial offer for conferences and other bookings, including securing business, coordination, financial processes and delivery as directed by the Commercial Operations Manager. To offer this service both internally within the University and externally. To coordinate a service which is flexible and often requires unsociable hours of work.

Main duties:

- To respond appropriately to all sales enquiries (email, telephone, or face to face) ensuring that a response providing all facility information and costing is sent in writing to prospective clients
- To arrange show rounds of facilities for external and internal customers
- To actively seek opportunities to sell and upsell facilities for conference and events
- Liaise with the Commercial Operations Manager to seek ways in which income can be maximised through careful management of facilities
- To support and operationally supervise the smooth running and professional organisation of conference, functions and events booked through the Conference Services office

- To support any bookings arising from external (or internal) hire of the campus as a film location
- To support the sales and marketing strategy for the College's residential, catering and leisure facilities
- To periodically review with the Commercial Operations Manager, the business plan for the exploitation of commercial opportunities arising at Goldsmiths, including (but not limited to) catering services, venue hire, conference packages, external hire, hospitality and banqueting
- To attend any promotional events and exhibitions with the team, including assisting in the arranging and manning of exhibition stands at trade shows
- Early-morning, evening and weekend work, as well as being on call for clients during events and according to the needs of the business

Staff Supervision:

- To supervise the temporary Conference Services Assistant who join over the summer period
- To supervise any student ambassadors hired on an ad-hoc basis to cover events
- Ensure all temporary staff are appropriately trained and/or briefed on their duties

Stakeholder Management

- To provide advice, guidance and rapid response to staff, students, visitors and prospective and current customers to Conference Services as required
- Maintain ongoing communication with customers in relation to their event

- To liaise closely with College facility providers and colleague involved in the provision of services across the campus, ensuring their efficient and cost-effective delivery
- To accurately record all conference and event enquiries in the appropriate databases
- Employ appropriate methods to manage workload and chase open enquiries and potential sales leads
- Follow all procedures in sending out information to the university about events, including updating any online calendars, planners and event distribution lists

Financial

- To work towards achieving agreed sales budgets per financial year
- Accurately communicate with clients the full costs and charges they will incur during their event and finalising any invoicing in a timely fashion post event
- Ensure contractual obligations are met by the client and Goldsmiths
- Raise invoices and credit notes on Business World
- Raise Purchase Orders and goods receipt orders on Business World
- To feed into the Conference Services budget in liaison with the Commercial Operations Manager
- To process end of month and end of year routines to ensure appropriate financial records are maintained and up to date

Health & Safety

- To prepare risk assessments and ensure that all Conference Services events are run safely and in line with current and up to date College procedures, policies, statutory and legal protocol
- To ensure all health and safety announcements and checks are communicated to all clients, attendees, organisers and also to any temporary staff
- To highlight and/or escalate any security or safety issues to the Commercial Operations Manager
- At all times to help maintain a safe working environment by attending training as necessary and following the College's Health and Safety Codes of Practice and Policy. Ensure compliance with Health and Safety legislation
- To liaise with Security teams to ensure all events are safe

Communication

- To produce clear operational information for other departmental sections at relevant stages
- Build and maintain excellent working relationships both internally and externally; attend appropriate meetings and produce relevant reports
- Work cooperatively with the teams within Estates and Facilities Management and with customers and stakeholders
- To respond to all enquiries promptly and efficiently, upholding the high standards of customer service

General

- To complete booking forms, contracts, terms and condition of hire and other documentation required by the client and the College

- You will be bound to an additional contract whereby you agree on termination of your contract, on your part or the College's, not to contact clients or take the College's commercial business to any other post within a period of 12 months following termination of your contract

Note:

- You will be required to undertake any other duties within the competence of the RH as may be required from time to time
- Ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity
- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy

Person Specification

Detailed below are the types of qualifications, experience, skills and knowledge which are required of the post holder. Selection will be made upon evidence of best-fit with these criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

A = Application form C = Certificate
I = Interview R = Reference
T = Test / P = Presentation

	Category
Essential Criteria 1 - Qualifications	
Educated to A Level or higher (equivalent)	A, C
Desirable Criteria 1 - Qualifications	
Hold a hospitality or marketing qualification	A, C
A tertiary educational qualification in event management	C, I
Essential Criteria 2 - Experience	
Relevant experience of customer service delivery in the events or any other industry	A, I, R
Relevant administrative experience	A, I, R
Desirable Criteria 2 - Experience	
Working under pressure and with a varied and busy workload	A, I
Experience of working in a large structured organisation with different teams	A, I
Essential Criteria 3 – Knowledge	
Good working knowledge of IT e.g. Microsoft suite (Excel, Outlook, Word)	A, I
Proven track record in marketing, sales and event management	A, I
Proven track record of using finance/ HR systems e.g. Business World	A, I
Desirable Criteria 3 - Knowledge	
Proven track record in the academic and or commercial events industry	A, I
Familiarity with university environment	A, I
Essential Criteria 4 - Skills	
Strong administrative and organisational skills	A, R
High attention to detail	A, I, R
Strong communication skills; orally and in writing	A, I, R
Interpersonal skills	A, I, R
Pro-active problem solver	A, I, R
Ability to prioritize work within a context of competing demands	A, I, R
Self-motivated	A, I, R

Ability to Work independently and as part of a team	A, I, R
Desirable Criteria 4 - Skills	
Ability to prioritise own work, meet deadlines and work under pressure	A, I, R
Additional Attributes	
Professional personal presentation	I, R
The appointed candidate may be required to undergo a DBS check	C
Empathy with the operational requirements of other departmental sections and internal users	A, I, R
Ability to work under pressure	
Competency	
Supporting and co-operating	I
Interacting and presenting	I
Analysing and interpreting	I
Creating and conceptualising	I
Organising and Executing	I

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on the first day of appointment.

December 2022

Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with a comprehensive and innovative staff development programme.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme, dependent upon grade
- Access to exclusive discounts, including high street retailers
- Maternity, paternity and adoption leave and pay and tax efficient childcare voucher scheme
- Contractual sick pay provision
- Free eye tests
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#)
- Access to [University of London facilities](#)

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about.

We can supply information in alternative formats for people with a visual impairment or dyslexia. For this please contact hr@gold.ac.uk, or visit www.gold.ac.uk/hr.

Thank you for your interest in working with us, we wish you all the best with your application.