



St Antony's
College
UNIVERSITY OF OXFORD

Job Description

Job Title:	Events Coordinator
Reporting to:	Operations Manager
Hours:	Full-time 35 hours per week
Grade:	University Grade 5

Overview of the role

The Events Coordinator is responsible for organising accommodation and seminar, conference or teaching rooms to event bookers, both internal and external, ensuring a professional, customer-focused approach at all times. St. Antony's College, which is home to seven regional study centres and plays a vital role in fostering interdisciplinary dialogue and collaboration, runs a large number of term-time seminars and similar events (15-20 per week on average). You will be instrumental in coordinating these internal events, facilitating the engagement of faculty and students, and supporting the College's mission of promoting scholarly excellence and cultural understanding.

In addition, under the direction of the Head of Operations, you will manage external bookings and events, taking account of occupancy rate and profit whilst balancing this against the College's academic activities and student life.

Another member of the team is responsible for leading on bookings from students and the Warden (Head of House) and Bursar (COO). You are the first point of contact for all other event enquiries, and are responsible for ensuring all enquiries and bookings are managed efficiently, professionally and in a timely manner.

Main Duties and Responsibilities

Events management

- Manage the booking and coordination of all the above events on behalf of the College, coordinating with operational departments to ensure requirements are captured accurately and can be met, and ensuring events are appropriately booked on the system

- Act as the key point of contact for general enquiries for the Events office for internal and external guests, proactively following up and responding promptly to enquiries and maintaining regular contact with the organisers
- Maintain the conference section of the booking system, ensuring all information is accurate and up-to-date
- Provide accurate and timely quotes for hospitality and, for external stakeholders, room hire
- Ensure that any last-minute changes to events, cancellations or new bookings are relayed promptly to the relevant operational departments
- Greet external event organisers and ensure they have all the necessary information for their event (key contacts in the College, health and safety briefing etc)
- Attend and provide support occasionally for student arrival weekends, weekend conferences, and large evening events. You will be expected to provide end-to-end support for relevant events, including ensuring all necessary audio-visual or other equipment is working properly, and staying for the duration of the event (where requested) to troubleshoot and resolve issues that may arise
- Maintain information about the College's conference offering (room sizes and layouts, rates, etc), including on the system and on the website. Prices will be different for internal and external users and must be updated at least annually
- Prepare contracts based on a template and issue in line with College procedures
- Prepare accurate and timely invoicing, including correct treatment of VAT, ensuring that the format meets requirements
- Take ownership of all administrative processes within the remit of the role and suggest improvements, ensuring processes are clearly documented, consistently applied and provide a professional customer-focused service Distribute weekly reports to others within the College in order to provide them with the information required for operational purposes, effectiveness and efficiency.

Other duties

- Ensure correct and complete record keeping, including filing and archiving for all areas of responsibility
- Undertake any other duties as required by the Head of Operations.

Person Specification

Essential

- Minimum 1 year experience in events management from either the hospitality or educational sector
- Excellent IT skills, especially with MS Office programs, and a willingness to learn new packages
- Proven ability to provide excellent customer service
- Ability to communicate clearly, orally and in writing, and to work effectively with other departments
- A high level of attention to detail in all areas of your work.
- Able to work on own initiative and with minimum supervision.
- Flexible approach to working hours especially in term time. Able and willing to work occasional weekends / early starts / late finishes as required.
- Able to work under pressure in a calm and effective manner at all times.
- Outstanding organisational skills with the ability to plan and correctly prioritise work
- A hands-on team player who is reliable, takes ownership and is willing to do whatever is needed to get the job done and to support the team.

Desirable

- Sympathy with the values, ethos, and objectives of a small collegiate institution.