

Conference & Events Coordinator



At Regent's University London, we have a bold mission of reimagining education, and we're looking for talented and passionate people to help us do that.

We're ambitious, collaborative and curious in how we approach our work, each other, and the education we give our students.

Nestled in the heart of royal Regent's Park, Regent's offers a premium experience for staff and students. We champion an environment that cultivates possibility for everyone in our community.

Job description

Position details

Job title:

Conference & Events
Coordinator

Grade:

F

Department:

Customer & Commercial

Line Manager Job Title:

Head of Events

Job purpose

To build relationships with external organisations and internal stakeholders to deliver a high quality standard of events across the campus. To meet annual sales targets, seeing events through from sale to full execution. To drive sales and profitability of the venue, maximising income opportunities through the provision of corporate events and private functions.

To ensure smooth coordination and delivery of events from Initial enquiry through to set-up and break-down. To collate incoming client enquiries, actively support the development of the event planning process and to work alongside stakeholders and the client to ensure the smooth delivery and running order of the actual event.

To provide a positive customer experience for all clients, undertake some responsibility for administrative activities and to contribute to the marketing strategy for the department.

The Regent's Way is a set of principles that guide our work and celebrate our unique offering – our strengths, our challenges and our commitment to continuous improvement.



Main responsibilities

- 1 To achieve sales targets for the department through maximising room yield and effectively upselling the facilities. Targets will be agreed at the beginning of the year.
- 2 To build and manage excellent client relationships from the point of sale to the final delivery of the event.
- 3 To communicate and negotiate in a professional manner via email, telephone and face to face enquiries, logging all information onto the Events booking system/database, ensuring that all enquiries are followed up in a timely manner.
- 4 To ensure that all quotations, contracts, invoices and any other relevant correspondence in relation to bookings are dealt with professionally and with excellent attention to detail, guaranteeing high levels of customer service at all times.
- 5 To conduct site visits for potential clients, upselling the facilities where possible.
- 6 To develop strong working relationships with corporate clients, event management and venue finding agencies.
- 7 To be client facing, dealing with often high-profile guests, senior level professionals and external businesses, often working to tight deadlines.
- 8 To represent Regent's Conferences & Events at Trade Shows and other relevant industry events in order to promote the venue and gain networking contacts.
- 9 Occasional requirement to tele-market potential buyers to increase the sales leads.
- 10 To make and receive telephone calls to/from a wide range of callers both within and outside the institution, and progress enquiries as necessary.
- 11 On event days support the coordination of set-up and set-down, signage, AV, catering, troubleshooting where necessary. Post event, collate client feedback and, where poor service or concerns have been reported, debrief other team members for the purpose of driving continuous improvement.
- 12 To manage internal resources, contractors, and third party suppliers during a function to provide services to our clients.
- 13 To prepare weekly events sheets and liaise with the relevant internal departments to ensure the smooth running of events for the following week.

- 14** To check consumptions, produce and record all sales invoices and purchase orders required for their clients on the Rendezvous system.
- 15** Actively seek to implement the University's health and safety policy, and give due regard to the health and safety of themselves and others when carrying out duties.
- 16** Actively seek to implement the University's equal opportunities policy and promote equality of opportunity in relation to the duties of the post.
- 17** To undertake any other duties that may reasonably be requested appropriate to the grade and responsibilities of the post.
- 18** To carry out risk assessments in line with current H&S procedures and to check that all third party contractors and clients have carried out robust checks to ensure that all events are delivered safely and meet with the University's H&S obligations.
- 19** To ensure that all clients, their contractors and suppliers have carried out risk assessments and that risks to customers, students and staff are minimised.
- 20** Weekend and evening work will be required and time off in lieu will be given with occasional overtime in busy periods.

Person specification

1. Position details

Job title: Conference & Events Coordinator
Grade: F
Department: Customer & Commercial
Line manager job title: Head of Events

2. Person requirements

Job requirements	Assessment criteria	
	(e)ssential	(d)esirable
Qualifications & training		
Educated to A-level or equivalent	E	
Hospitality or business focused qualification		D
Experience		
Experience within the Conference & Events industry	E	
Knowledge, skills & competencies		
Clear and accurate written and verbal communication skills	E	
Good working knowledge of Microsoft Office (Word/Excel etc.)	E	
Knowledge of a conference booking system	E	
Ability to use own initiative and prioritise workload effectively	E	
Ability to demonstrate excellent organisational and time management skills	E	
Ability to work towards deadlines and set targets	E	
General attributes & personal qualities		
Excellent interpersonal skills, with the ability to establish rapport and liaise effectively with clients and colleagues	E	
Cultural awareness of conference clients' needs and requirements		D
Flexible approach to work – demonstrate a “can do” attitude	E	
Highly customer focused attitude	E	
Practical attitude/ability to problem-solve		D
Other / special requirements		
Ability to work unsociable hours	E	