



Event Coordinator Job Description

The Role

The Event Coordinator will efficiently deal with the coordination of Pembroke's conference and event activity, both College and Commercial. This can range from managing day-to-day requests for one-off events such as workshops, seminars and dinners, to recurring high level annual events and multi-day residential conferences. A solution-focused team member, they will build strong relationships with colleagues and provide a friendly and professional service to all clients. The ideal candidate will have a proactive, solution-focused approach and will provide a friendly and professional service - building excellent relationships with students, colleagues and clients.

This is a busy role, requiring sound administration skills, an unflappable demeanor, a friendly and approachable attitude, an aptitude for learning new IT systems and an enthusiasm for supporting students and academic staff.

Primarily acting as the central focus of administration for internal bookings, as well as coordinating a small portfolio of commercial events, the Event Coordinator will gain exposure to a wide variety of student and academic college activities such as meetings, talks, dinners and social events.

Main Duties

Commercial Event Coordination

- Respond to allocated enquiries promptly, accurately and in a professional manner.
- Identify client requirements, working to upsell where possible, and ensure they fit within the parameters of College facilities.
- Liaise with clients to put desired dates on hold, working within the appropriate timeframes to convert the enquiry into confirmed business.
- Provide clients with accurate advice and information on college facilities and any planned works, conducting client and supplier show-rounds where necessary.
- Produce accurate quotes and event schedules, contracts and invoices within set timeframes.
- Maintain accurate event records using the College Events Management system, Kinetics
- Ensure clients' compliance with contract agreements & health and safety obligations.
- Book all required resources and facilities in college – liaising closely with relevant departments to ensure the client's requirements can be met.
- Reserve bedrooms for conference guests, liaising closely with the Accommodation Office. Utilise the SpeedyBooker account to provide availability and booking codes where relevant

- Liaise closely with client's pre-event to ensure all details are received from them within the deadlines.
- Ensure all documents and materials for each event (including menus, seating plans, signage etc.) are completed within the required timescales. Provide assistance to the Senior Coordinators and Event Manager with material preparations where directed.
- Meet and greet clients on arrival, providing on-the-day support), dealing with requests and changes quickly and efficiently, communicating changes to relevant team members and departments when necessary.
- Build strong relationships with clients and encourage repeat visits to the College.
- Close off events with positive final liaison with clients.
- Receive and respond to feedback. Follow up on any comments with the Conference and Events Manager and propose ideas to improve services and event quality.

Internal Event Coordination

Support the coordination of key College dinners and events, working closely with the Conference and Events Manager, Senior Coordinators, Master's EA, Alumni Relations team and the Academic Office as required. Lead on event coordination of all Student (JCR & MCR) Events, ensuring compliance with college policies and procedures, assisting students to run events in college, and updating and developing procedures where appropriate.

This may include tasks such as:

- Coordinating the student event approval process, ensuring documentation is submitted in a timely and accurate manner
- Create agendas and minute meetings where required.
- Following event planning schedules and actioning allocated tasks.
- Ascertaining event requirements and booking/updating resources and facilities in the event booking system (Kinetics)– for example rooms, catering, equipment.
- Creating and managing online booking forms.
- Handling event RSVPs, including logging responses, payments, and guest liaison.
- Working in line with agreed budgets.
- Booking external suppliers and coordinating their requirements.
- Drafting internal briefing documents for relevant stakeholders.
- Circulating event schedules.
- Liaising with internal domestic teams to ensure arrangements are in place for events and to resolve any arising issues prior to events.
- Ensuring event materials (including menus, seating plans, signage etc.) are completed within the required timescales.
- Circulating event information to attendees.
- Assisting at events - meeting and greeting guests, resolving any issues arising, communicating changes, setting up and break down.
- Keeping accurate documentation.

Internal Meeting and Event Activity

- Respond to internal meeting and event enquiries in a professional manner, sending confirmation documents and costings promptly and accurately.
- Ascertain the facilities and resources required and book into the event booking system accurately and within the required deadlines. Consult with

relevant departments (for instance Catering or Maintenance) where necessary.

- Ensure all materials for each event (including menus, seating plans, signage etc) are completed within the required timescales.
- Produce invoices where applicable.

General

- Work closely with the catering, accommodation, maintenance and lodge teams to ensure the effective planning of resources and smooth delivery of all College and Commercial events, communicating all information efficiently and within appropriate timeframes (via email, meetings and accurate input of event data into the event booking system).
- Support the integrity of the College's room booking system by ensuring all data you enter is accurate and kept up-to-date.
- Report any health and safety, IT and maintenance concerns relating to conferences and events.
- Utilise and maintain audio-visual meeting equipment under the direction of the AV Technician.
- Utilise all required databases, software systems and online programmes.
- Respond to general correspondence in the events inbox.
- When invited, prepare reports, attend meetings, and take notes.
- Produce and update event documents and materials as required.
- Assist with event coordination as may be required by other team members from time to time.
- Provide training for new staff in the Events Office team.
- Provide cover for other members of the Conference & Events and other operational teams during periods of sickness and annual leave by dealing with enquiries promptly and professionally, assisting with administrative tasks, maintaining and updating records and relevant systems, and liaising with other College teams and external contacts to help resolve queries and issues efficiently.
- Any other tasks commensurate with the nature of the role.

Further Particulars

	Essential	Desirable
Qualifications	Educated to degree level or equivalent relevant experience	H&S or Risk Assessment Training [full training will be provided].
Knowledge and experience	- Experience of assisting or planning events. - Well-developed administrative skills, including excellent time management, accuracy and attention to detail. - Excellent IT skills, including proficient use of Microsoft 365 and the Microsoft Office Suite. - Excellent interpersonal and communication skills and experience of developing successful working relationships with a wide variety of people, demonstrating a high level of tact, tolerance and understanding. - Experience of working calmly under pressure in a busy environment, balancing competing deadlines and priorities, and the ability to deal with frequent interruptions. - Good standard of numeracy. - Positive approach to working cooperatively and flexibly as part of a team. - Enthusiasm for supporting students and academic staff. - Enthusiasm for events.	- Experience with using a room/ event/ conferencing booking software or similar database system [such as Kinetics]. - Experience of using and trouble-shooting AV equipment in a meeting and event context. - Experience with creating surveys or forms. - Experience in the events or hospitality sector. - An interest in academia and enabling academic events.
Skills	- Excellent spoken and written English - A meticulous eye for detail and the ability to prioritise competing demands. - Excellent interpersonal skills, ideally established in a people-facing role. - Ability to be professional and to demonstrate flexibility; especially when dealing with difficult or changing situations. - Good IT software skills and the aptitude to learn new systems. - Ability to work independently and as part of a team.	- Ability to understand and value the academic purposes of the college and to gain the confidence of and relate to academic staff and students. - A good understanding of what constitutes great customer service and how to achieve this .
Personal qualities	- Approachable and professional. - Self-motivated and proactive. - Adaptable and collaborative. 'Hands-on' attitude. - Reliable, methodical and efficient. - Flexible: this position will occasionally require the post-holder to work unusual hours in order to attend events.	A desire to grow and develop event coordination skills, with a view to progressing upwards in Event Management.