



Conference and Events Coordinator (maternity cover)

Job Description

The context and opportunities of this role

Wycliffe Hall is a Permanent Private Hall of the University of Oxford, and an Anglican theological college in the evangelical tradition. It is committed to excellence in teaching and research, thereby making a significant contribution to the intellectual life of the University and the wider society. Our mission is to be a centre for the renewal of Christian prayer, character, preaching and thinking. We have about 140 students, of whom around 40% are Church of England ordinands. Students study for undergraduate and graduate qualifications, from the certificate to doctoral level, and come from a wide range of backgrounds. We are committed to expanding that range.

Wycliffe Hall is ideally located next to University Parks and only a short walk from the heart of historic Oxford. The Hall has a modest portfolio of conference facilities, bedrooms, and excellent catering that all need proactively selling to an external market.

The Conference and Events Coordinator is a 12-month fixed term maternity cover role, anticipated to start in May 2024, and will be responsible for maintaining a stream of commercial revenue to help resource the development of the Hall and support our primary vision and mission.

Duties and Responsibilities

Conference sales:

Oversee events from initial enquiry to delivery and invoicing. Respond to enquiries, conduct show-rounds and progress enquiries to sales.

Manage sales systems ensuring details of all client enquiries, profiles, their requirements and interests, and relevant sales activity are kept up-to-date.

Develop expert knowledge of the events and bookings management system used by the Hall (Turbo) to capture all data accurately.

Undertake in-depth account management to develop strong customer relationships and carry out all duties with exemplary customer care, ensuring high customer satisfaction and return business levels.



WYCLIFFE HALL

Network with other institutions with a successful conference track record, learning and sharing best practices.

Strategic Events:

Support the development of commercially strategic initiatives and events from concept to delivery, with guidance from the Director of External Relations. Such events are vital for raising the Hall's profile and commercial revenue.

Manage and report budgets for each strategic event. Provide regular feedback to the Director of External Relations on progress.

Support the development and delivery of a programme of events led by the Director of the Renaissance Project.

Coordinate profile-raising events such as public lectures in conjunction with academic staff.

Fundraising events:

Organise and coordinate occasional donor and smaller high-profile events to support the development of the Campaign for Wycliffe.

Other:

Confidently manage clients' expectations (internal and external) and deliver robust advice and guidance.

Develop and produce conference and event marketing materials, with the help of the Communications and Marketing Officer.

Manage B&B availability and online advertising, in consultation with the Accommodation Officer and Domestic Bursar.

Ensure the effective planning of resources and smooth delivery of events by working closely with the Domestic Manager.

Other duties commensurate with the responsibilities of this post as required.



Key Selection Criteria

Role-related skills:

- Experience in the hospitality sector, preferably in event logistics or sales.
- Experience in securing and converting enquiries into confirmed business.
- Motivated to help support the development of opportunities and initiatives from initial ideas to events.
- Experienced in preparing engaging proposals to attract new customers and partnerships at all levels.
- Excellent customer service skills with the ability to achieve and maintain high service levels.
- Engaging and confident at networking across sectors.

Desirable skills:

- Hotel, hospitality or general management qualification.
- Experience of working in a College environment.
- Experience in working within the third sector.
- Competent room management system user.
- Experience developing sponsorship and advertising.

Personal Aptitudes:

- Demonstrate an entrepreneurial flair for creating opportunities and thrive from forming connections to help deliver successful events for customers.
- Ability to operate strategically and deal with detail as required.
- A collaborative, proactive working style and a desire for excellence in all work areas.
- Good organisational, accuracy and attention to detail skills.
- Excellent interpersonal skills - approachable and accessible - confidently and effectively engages with others within the Hall and external stakeholders from various backgrounds.
- Good financial skills, including budgeting and costing.
- Good IT skills.
- Excellent communication skills, both oral and written.
- The ability to work independently and as part of a team whilst managing and prioritising a busy workload.
- Evidence of solid intellect and analytical skills, demonstrable through educational qualifications or equivalent professional or life experience.
- Sympathetic to the vision, mission, and values of the Hall.



Responsible to: Director of External Relations

Key Relationships: Communications and Marketing Officer, Conference and Events Manager (during handover), Director of the Renaissance Project, Domestic Bursar, Accommodation Officer, Domestic Manager and Catering Manager

Remuneration

This post is offered subject to the satisfactory completion of a six-month probationary period and the capability and disciplinary provisions set out in the employee handbook. The salary is provided on Wycliffe Hall's scale (linked to the University of Oxford) between £29,000 - £34,000pa, depending on experience.

Pension: Wycliffe Hall will contribute an amount equal to 10% of salary to a Group Personal Pension Scheme.

Working hours: Full time, 35 hours per week, with some evenings and weekends for which time off in lieu will be given.

Place of Work: Wycliffe Hall, 54 Banbury Road, Oxford OX2 6PW. Some international travel will be required.

Notice Period: The standard notice period is three months.

Holidays: Initially 25 days per year, in accordance with the College Holiday Policy, in addition to public holidays, which, if these fall during the college term, shall be taken at an agreed time during vacations.

Meals in College: The appointee will be entitled to free college meals during working hours except when the kitchen is closed.

DBS Disclosure An enhanced DBS Disclosure will be required

Application Process:

To apply for this post, please send the following:

1. A full CV
2. A covering letter outlining your reasons for applying and demonstrating how you meet the key selection criteria.
3. The names and contact details of two referees

Applications are to arrive by 12 noon 12 April. Interviews are likely to take place at Wycliffe Hall in the week commencing 15 April.

Please send applications to vacancies@wycliffe.ox.ac.uk.

The job description is correct in March 2024. It will, however, be discussed between the appointee and the line manager, and may be amended, following consultation, to reflect developments in or changes to the job.