Hertford College, Oxford

Events Coordinator

The College

Hertford is one of the larger Oxford colleges, with roughly 650 students, two-thirds of whom are undergraduates. It traces its roots back to the late thirteenth century as Hart Hall, through several incarnations and a period as Magdalen Hall, to the present day Hertford College which was refounded in 1874.

The Fellowship, which has responsibility for the governance of the college, currently consists of forty-three Governing Body fellows, the majority of whom are involved in undergraduate teaching. In addition, over thirty lecturers supplement teaching provision, and around 100 members of administrative and domestic staff coordinate and support key activities. Fellows, lecturers and students are drawn from a range of disciplines across the four Divisions (Humanities, Social Sciences, MPLS, and Medical Sciences). Academic and administrative offices are on the main site, as is accommodation for many students, complemented by further accommodation for both graduates and undergraduates at various other sites around Oxford.

The college has a reputation for being both progressive and friendly. It was one of the first colleges to go mixed, and the ratio of female students to male remains comparatively high. For over fifty years, Hertford has championed access for students from backgrounds under-represented at Oxford, and this continues to be the focus of our outreach work.

The Role

The Events Coordinator will be accountable for the coordination and management of the College’s calendar of events, and will have overall responsibility for the delivery of events services (to internal and external groups) within the College. Reporting to, and working closely with, the Domestic Bursar, the Events Coordinator will ensure the timely and effective processing of information relating to events operations, from initial point of enquiry to final invoicing.

They will deal with customer queries and serve as a trusted liaison between event organisers and domestic managers/teams.

The successful applicant will be meticulous in their approach to planning, a competent multitasker with excellent written and spoken communication skills. They will enjoy working
in a complex, multi-stakeholder environment, dealing with a broad range of internal as well as external clients. Excellent interpersonal skills will be essential for this role.

The post will be based at the College and its annexes in central Oxford.

**Specific Responsibilities**

**Operational Management of the College Calendar**

- Oversight of the College’s calendar of events, incorporating College dinners, Development Office events, open public events and income-generating activities for internal and external clients.
- Ensure all events are fully coordinated with the other activities of the College, resolving any scheduling conflicts as required.
- Manage the agreed allocation of catering and accommodation resources for College and other internal/external stakeholders including with the in-house International Programmes team (with whom the Event Coordinator will interact as the booking control point for available resources).

**Events Coordination**

- Liaise with all relevant departments over bookings and timings of events, to ensure that rooms and facilities are serviced and prepared in accordance with the organiser’s specifications.
- Overseeing and maintaining the accuracy of all booking information, ensuring that all requirements are documented and agreed in a timely fashion.
- Coordination of / arranging for any additional support staff assigned to Events.

**Front-Facing Customer Service**

- Ensure that all queries are dealt with in a timely and expedient manner, acting as a single point of contact for event organisers.
- Represent the College to potential external event customers, including undertaking venue tours.
- Provide / arrange for a welcome service to visiting delegates or event attendees.
- Address customer complaints and other feedback sensitively and effectively.

**Financial**

- Provide accurate billing information for events to the College Bursary in a timely manner.
- Support the Domestic Bursar in agreeing policy for event pricing and other terms and conditions.
General

- Comply with (and ensure events’ adherence to) the College’s policies & procedures, including any Health & Safety policies.
- Attend relevant internal and external committees/meetings, as necessitated by the requirements of the role.
- Carry out any other tasks as reasonably requested by the Domestic Bursar.

The Person

The College is a complex institution, with a variety of stakeholders both internally as well as externally. Crucial to fulfilling the responsibilities of the role is a combination of methodical organisation and planning, effective execution, with a proactive attitude and excellent interpersonal skills. The Events Coordinator will be a proven multitasker, a precise planner with an engaging personal style and a diplomatic but persuasive temperament where needed.

Essential Experience

- Events planning and coordination, in an educational or corporate environment.
- Experience in managing the coordination of multiple, diverse teams not under line direct control.

Essential Skills & Qualities

- Excellent written and interpersonal skills, ideally established in a front-facing service role.
- Tact and diplomacy in dealing with multiple stakeholders: the ability to prioritise according to importance and reach informed decisions.
- Perseverance: this role requires a meticulous “completer-finisher”, able to take each event from initial point of enquiry to fulfilment of invoice processing.
- Flexibility: this position will occasionally require the post-holder to work unusual hours in order to attend and supervise events.
- An approachable, understanding character, sympathetic to the College’s primary purpose.
- Highly numerate, able to understand, use and produce sets of data and present as useful management or operational information.
- Excellent office software skills.

Highly Desirable Attributes

- Personal alcohol and events licence.
- Familiarity with resource allocation platforms, or a strong aptitude to learn new systems.
- Experience in sales or marketing as part of an events team.
Conditions of Appointment

This is a permanent, full-time post, conditional on receipt of satisfactory references. There will be an initial probationary period of six months. Only after successfully completing this will the appointment be confirmed. During the probationary period, the post-holder’s employment may be terminated by either side on two weeks’ written notice. Once the appointment is confirmed, the period of written notice will be three months.

Hours

Weekly hours will average 36.5, worked on a variable pattern according to need. The role will include significant evening and occasional weekend working. Significant flexibility will be required.

Salary

This position is located on Grade 5 of the University’s Salary Scale (circa £25k), subject to particular qualifications and experience.

Pension

The post-holder will be entitled to join, or remain a member of, the OSPS pension scheme.

Meals

The post-holder will be entitled to a free meal while on duty, when working over a meal time and when the kitchens are open.

Staff Development

The post-holder will be encouraged to undertake supplemental professional training. Additional training will be available where required or where reasonably requested.

Transport

The College operates a bus pass scheme.

Sports Facilities

The post-holder will have access to the College’s gym.

Holiday

The holiday year begins on 1 September. The post-holder will receive a paid entitlement of 28 working days during the holiday year (5 of these days are taken around Christmas and New Year), in addition to public holidays.

Please note that the College reserves the right to require staff to work on Bank Holidays, which will ordinarily be the case within term time. Staff working bank holidays receive a day off in lieu for each such day worked. Leave must be taken in a manner sympathetic to the College calendar of events, and will not normally be permitted within term. The Domestic Bursar must approve all leave.
Application and Appointment Procedure

Those wishing to apply for the post should email the following documents to hr@hertford.ox.ac.uk by 12 noon on 16 October 2018.

1. CV (maximum three sides of A4, to include the names and contact details of two referees);
2. A covering letter detailing how your experience, skills and qualifications meet the criteria for the post;
3. A completed Employment Application Form (available from www.hertford.ox.ac.uk/about/vacancies).

Applicants are also asked to complete and return a Recruitment Monitoring Form (available from the college website at www.hertford.ox.ac.uk/about/vacancies). The monitoring information collected does not form part of the selection process and will not be circulated to the selection panel. It will be used solely to monitor the effectiveness of the college’s equality policy.

Interviews will be held at the College in the latter half of October 2018.

References will only be taken up for the successful candidate.

The appointment will be subject to a satisfactory report from the Disclosure and Barring Service (DBS). Candidates must be eligible to work in the UK, and the appointment will be subject to provision of proof of the right to work in the UK before employment commences. Regrettably, the college is not able to sponsor applicants for a Tier 2 visa for this post.

In accordance with the General Data Protection Regulation (GDPR), we have implemented a privacy notice which explains the types of data we will process about you as part of the application process. We also include within this notice the reasons for this, how long we keep your data for, and your rights regarding your data. This Privacy Notice can be found on our website at this address: https://www.hertford.ox.ac.uk/privacy.

Hertford College is an Equal Opportunities Employer