

Job Title:	Duty Manager, (Events & Conferencing)
Grade:	4
Salary:	£23,050 – 25,138pa
Department:	Estates and Campus Services
Hours/Contract:	Full time 35 hrs/ Permanent
Job Family:	Community & Operational
Reference:	10075

Core Hours will be flexible between: 0800 – 1800 hours Monday – Friday
Evening work, additional weekend days, and sharing cover for Closure days, will be dependent on business and operational need at key times.

Role Purpose

To supervise and support the day-to-day operations of the Leicester Conferences Events team by planning and organizing work, directing staff and overseeing the allocation of physical resources. To communicate effectively with staff and with customers and ensuring customer service levels are maintained at within our Conferencing and College Court provisions.

The standard of customer services provided by Leicester Conferencing plays an important part in shaping the reputation and commercial performance of the department and contributes to the overall student experience. This role will therefore be crucial to the department's success in the future.

Resources Managed

The post holder will be responsible for a team of staff and will work closely with other service providers to ensure smooth operational functions.

The post will cover all areas of customer services for university-owned accommodation and conference facilities.

- The post holder will be required to work within prescribed budgets
- Diary co-ordination for bedrooms, social spaces and other sellable spaces
- Internal and external booking systems
- 5 Event Coordinators

Main Duties and Responsibilities	% Time
<ul style="list-style-type: none"> • Provide effective leadership and supervision of the Leicester Conferences team. Supervisory responsibilities include allocating and monitoring work processes, assisting with the recruitment and selection of new staff as a panel member or chair, carrying out appraisals, managing performance and arranging training. Providing leadership through competency, integrity, motivation, and inspiration to team members 	20
<ul style="list-style-type: none"> • You will support the co-ordination of an extensive range of administrative duties, including: <ul style="list-style-type: none"> ○ Monitoring and responding to enquiries received via the conferences@ email account. 	25



Job Summary

<ul style="list-style-type: none"> ○ Maintaining good customer relationships through regular engagement as, were appropriate, a single point of contact. ○ Following procedures and policies to manage conferencing contracts, cancellations, room transfers and queries efficiently. Maintaining compliance with GDPR regulations and escalating contract issues to Manager, set out in the process. ○ Administering the on-line delegate management system, providing excellent customer service, producing financial, and delegate reports. ○ Provide support for complaints that come into the team, responding where necessary and escalating to Manager, set out in the process. <ul style="list-style-type: none"> ● Support day-to-day operations and activities of the wider Residential and Commercial team as part of a wider management team, providing line management, operational and welfare support. <ul style="list-style-type: none"> ○ Ensuring the effective delivery of events and conferences, working alongside Operational colleagues in Campus Services and other University teams. ● Ensure Health and Safety requirements are met. This will include the production and review of Standard Operating Procedures. Prepare and/or maintain records and documentation relating to personnel instructions. ● Promote a positive image of the Section, Division and University at all times and ensure team members treat others with respect and dignity by acting as a role model and providing training. ● Delivery of a range of administrative services in support of existing systems and processes to maximise service quality and continuity. ● Monitor market research to inform future developments within the Service and analyse this data to feed support an improved financial return or deliver a better service. The market research is likely to include, but is not limited to, online surveys, focus groups and one on one interviews. 	<p>10</p> <p>10</p> <p>10</p> <p>15</p> <p>10</p>
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Internal and External Relationships

<ul style="list-style-type: none"> ● Work alongside the Assistant Managers to ensure a smooth, efficient and relevant service to all of our customers. ● Student Recruitment team in order to ensure that the accommodation is in prime condition to support the summer conferencing demand. ● Support the Assistant Managers when engaging with university wide committees and groups as required to ensure the interests of the department are appropriately represented and good practice is shared. ● Where appropriate, represent the University at external sector business development groups.



- Clerical team to authorise purchase orders, expense claims etc., assist with solutions to problems and allocation of work.
- External and internal customers to gain feedback about goods and services

Planning and Organising

The role requires high levels of planning and organisation:

- Scheduling and allocation workload.
- Pre-empting peak demands on the service and ensuring appropriate provision has been made.
- Contributing to planning of a coherent and consistent operational plan.
- Meetings with customers e.g., clients to gain feedback.
- Weekly planning of reactive support

The post holder will need to:

- Plan individual and co-ordinate team activities in line with overall objectives.
- Contribute to, and monitor, personal objectives and KPIs.
- Plan and prioritise own workload to ensure that requirements are met for multiple projects and campaigns.
- Organise the reporting of financial and client data

Qualifications, Knowledge and Experience

Essential

- G.C.S.E. or equivalent vocational qualification, plus 2-3 years' work experience in a relevant role*

Or:

- Significant experience working in an equivalent or similar events and conferencing administration related function. *

Plus:

- Experience of delivering projects. *
- Experience providing support, advice and guidance to individuals and groups
- Excellent customer service skills and knowledge*
- Previous experience in a supervisory or management role*
- Experience in managing conferences and events



****Criteria to be used to shortlist candidates for interview***

Skills, Abilities and Competencies

Essential

- High standard of written and oral communication skills, with the ability to negotiate and to communicate using a variety of methods (including report writing and presentations) with a wide range of stakeholders. *
- Well-developed administrative/organisational skills e.g., developing and operating processes and systems, accuracy and attention to detail.
- Ability to work independently, manage time effectively, prioritise, multi-task and work to deadlines. *
- Strong interest in commercial sales. *
- Excellent IT skills and proficient in using Word, Excel and PowerPoint.
- Excellent interpersonal skills and negotiation skills. *
- Ability to develop positive relationships with stakeholders and deliver joint projects. *

****Criteria to be used in shortlisting candidates for interview***

Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

University Values



Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

Additional Information

Once you start work with us, there are great opportunities to develop your career and progress with some fantastic benefits along the way; these include:

- 27 days annual leave
- 8 bank holidays and 6 closure days
- You work an average 35-hour working week
- Pension Scheme
- Discounted Gym membership
- Childcare Voucher Scheme

You will be working as part of a diverse award-winning Leicester Conferences team with a focus on providing support and guidance to our wonderful community.

