Conference & Events Manager

This is an exciting opportunity for a dynamic and motivated individual to join the Hughes Hall team in this key role as Conference & Events Manager

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Conference &amp; Events Manager</th>
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<tbody>
<tr>
<td>Location</td>
<td>Hughes Hall, Cambridge CB1 2EW</td>
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<tr>
<td>Reporting to</td>
<td>Domestic Bursar</td>
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<tr>
<td>Responsible for</td>
<td>Conference &amp; Events team</td>
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<tr>
<td>Contract Type</td>
<td>Permanent</td>
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<tr>
<td>Probation Period</td>
<td>Six months</td>
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<tr>
<td>Salary Range</td>
<td>£35,326 per annum (Spine Point 43 on the University’s Single Salary Spine)</td>
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<td>Hours of Work</td>
<td>37.5 hours per week Monday to Friday (with occasional evening and weekend work for which time in lieu will be given)</td>
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<tr>
<td>Annual Leave</td>
<td>Annual paid leave of 25 days plus public holidays. Pro rata for part time members of staff.</td>
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<tr>
<td>Medicash Healthcare Plan</td>
<td>All staff members have access to the College’s Medicash Healthcare Plan <a href="https://www.medicash.org/">https://www.medicash.org/</a></td>
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<tr>
<td>Mental Health Peer Support Programme</td>
<td>All staff members have access to the College’s Mental Health Peer Support Programme, supporting Mind’s Mentally Healthy Universities initiative</td>
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<tr>
<td>Pension Eligibility</td>
<td>The College offers membership of a contributory pension scheme. Subject to your age and earnings level, you may be eligible for auto-enrolment into the scheme, and you have the right to opt out at any time.</td>
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The University of Cambridge’s oldest graduate college, Hughes Hall bears the name of its founding Principal, Elizabeth Phillips Hughes. Established in 1885 as a women-only teaching College, we now accept postgraduate students and mature undergraduates in all areas of study and research, offering scholarships and bursaries targeted at new and continuing students.

We are one of the most international colleges, bridging the academic and external worlds, with an open and informal atmosphere. A distinctive aspect of college life at Hughes Hall is
an egalitarian culture where interaction and engagement between the senior membership and students is open and encouraged; and everyone is allowed to walk on the grass!

A dynamic and progressive College, we have 56 Governing Body Fellows, 219 further Senior Members from all walks of life, 874 full- and part-time postgraduates and 177 mature undergraduates from more than 80 countries. Particularly distinctive is our “Bridge Fellows” programme, which brings a diverse group of outstanding individuals from outside the University into our Fellowship as full members of Governing Body. An oasis of calm and quiet near the busy city centre, we provide a relaxing yet stimulating environment for study and research. Hughes Hall is situated alongside Fenner’s Cricket Ground, just off the cosmopolitan Mill Road.

We are focused on being an intellectual force at the centre of the University, concentrating on translating research into impact and inter-disciplinary collaboration. We have particular strengths in five subject areas, broadly in the Sciences and Social Sciences, where collaboration between the academic and wider worlds thrives: Physical Sciences, Engineering and Mathematics; Life Sciences; Business and Economics; Education and Social Sciences; and Law. We have world-leaders in each of these fields developing dynamic communities of interest within the College, with a reach far beyond our boundaries.

A determination to change the world for the better is realised through our Bridge initiative which leverages the College’s multidisciplinary perspective, international nature, and external focus to help turn brilliant ideas into lasting change. The Bridge at Hughes Hall helps researchers build relevant skills and enables networking and matchmaking between our academic community and external partners. It is structured around four themes, in different stages of development, through which we aspire to have impact on societies and engage our students: Global Health; The Future of Education; Environment and Energy; and Artificial Intelligence and Big Data. The Bridge also supports our centres: the Centre for Climate Change Engagement, Oracy Cambridge, Cambridge Governance Labs, and the Cambridge Centre for Digital Innovation.

These hubs of academic and professional innovation are having a wide-reaching influence, drawing global attention to Hughes Hall, and are one aspect of a large, vibrant, friendly, and ambitious community dedicated to supporting one another in the pursuit of excellence, using academic learning to bring about real change and growth in the world.

Our website contains further information about our history, people, work, and values.

**Job Purpose**

To ensure that the full range of college events, both internal and external, are delivered professionally and to a high standard, ensuring excellent customer service is delivered from initial enquiry through to completion of the event. Collaborate with other departments to ensure they are fully aware of upcoming business. To be hands on as required in delivering a high standard all College functions. You will take direction from the Domestic Bursar on all matters involving Departmental Standards Policy, Health and Safety Policy, due diligence, and staff development/training.
Main Duties

Operations
- Oversee conference enquiries and be point of contact for organisers, assisting with the booking procedure and overall organization of events.
- Meet and greet conference organizers on the event day.
- Maintain the College room diary for all function room bookings and answer promptly enquiries from Students, Fellows, Staff, and external clients.
- Monitor and develop the skills of team to ensure a high standard of customer service is always delivered.
- Drive Summer Schools and B&B sales to maximise the use of the available accommodation through the University summer vacation period.
- Manage bookings for summer schools and B&B in conjunction with the Accommodation Manager.

Financial
- Prepare annual budget
- Make maximum use of available rooms in liaison with other departments.
- Liaise with the finance office for invoicing purposes and check all invoices against bookings.
- Prepare reports on conference income against budgets.

Service
- Delivering a high standard of service to Fellows, Staff, College guests and Students
- Ensure that all College policies as well as legislation in place regarding food safety, Health and Safety and COSSH are implemented and adhered to.

Health and Safety
You must ensure that all Health, Safety and Security regulations are always adhered to, this includes the fire procedures, manual handling and COSHH regulations, all of which you will be made aware. Please ensure that you report any faults or infringements of these procedures or act immediately where appropriate to correct them. You have a duty to carry out work so that you never put yourself or others at risk, creating a safer working environment for everyone.

Training and Development
You will be provided with all the relevant statutory training required for you to carry out your role safely and further training requirements would be discussed at your annual development review.

The above is not an exhaustive list of duties. The post-holder may be asked to take on different tasks as required, and all employees are expected to work collaboratively to support the overall work of the College.
## Person Specification

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<tr>
<th>Qualifications</th>
<th>Essential</th>
<th>Desirable</th>
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|                | • Good levels of numeracy and literacy  
• Good level of spoken English (this is essential to carry out the duties of the position and for Health and Safety training) | • Any management training  
• Customer service training  
• A university degree or equivalent. |

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<tr>
<th>Skills, knowledge, experience</th>
<th>Essential</th>
<th>Desirable</th>
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|                               | • Management experience  
• Excellent customer relation skills  
• A methodical, organised approach to work  
• An ability to work with minimum supervision and to remain calm, work under pressure  
• Excellent communicator  
• Good levels of expertise with word, excel and IT software in general | |

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<tr>
<th>Personal attributes</th>
<th>Essential</th>
<th>Desirable</th>
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|                     | • Excellent interpersonal skills  
• Discreet and diplomatic  
• Adaptability and flexibility and an ability to manage a variable workload and changing priorities  
• Prepared to work additional hours when required  
• Ability to communicate with all College Fellows, staff, students, and College visitors in a professional manner  
• Excellent attention to detail | |

All staff at Hughes Hall are expected to engage in continuing professional development, to comply with the data protection legislation and to comply with College’s Staff Handbook, Health & Safety Policy, and all relevant procedures.

### Screening Check Requirements
We have a legal responsibility to ensure that you are eligible to live and work in the UK.

Further guidance on right to work checks for EU, EEA or Swiss citizens can be found at: [Right to work checks: employing EU, EEA and Swiss citizens - GOV.UK (www.gov.uk)](https://www.gov.uk)

### Application Process
To apply for this vacancy, please complete the job application form and include a covering letter outlining how you meet the job description and person specification.
You are also encouraged to complete the College’s Equality and Diversity Form. Hughes Hall values diversity and is committed to ensuring equality of opportunity. The College welcomes expressions of interest and applications from candidates from all communities and a diversity of backgrounds.

All documentation should be emailed to hr@hughes.cam.ac.uk.

The closing date for applications is Monday, 8 November 2021 at midday (GMT). Interviews will be held at Hughes Hall, Cambridge.

Any information given will be processed for employment selection and statistical purposes. You will find all the relevant Data protection Statements on our website at https://www.hughes.cam.ac.uk/wp-content/uploads/2021/06/Hughes-Hall-Data-Protection-Policy1.pdf and also on page 7 of the application form.

For an informal discussion about the post, please contact the Domestic Bursar, Kathryn Smart on domestic.bursar@hughes.cam.ac.uk. If you have any questions about the application process, please contact the HR Manager on hr@hughes.cam.ac.uk.