# ROLE DESCRIPTION

**Job Title:** Conference and Events Manager  
**Department:** Conference and Events

**Responsible To:** Principal  
**Date Prepared:** 02 October 2018

**Working Hours:** Full-time, 35 hours/week; 5 days out of 7, to include weekend and evening working. 
Nominally, office hours will be 9.00am - 5.00pm, 5 days per week but actual hours will vary according to event needs with weekend and evening working on a regular basis – flexibility required.

**Summary of Job:**
The Conference and Events Manager leads a small team whose work focuses primarily on weddings and wedding receptions, open house, day or short-term residential conferences and other private and corporate events.

This is very much a ‘front of house’ role involving a high degree of client involvement but also a substantial amount of administration. Events must meet and exceed excellent standards of hospitality and service. The role also requires the Manager to collaborate effectively with all other departments within the College, such as Catering and Housekeeping.

Experience in the hospitality and/or events management sector is desired, as is an understanding of listed buildings, gardens, and parklands; familiarity with a collegiate setting and the idiosyncrasies and ethos of an American working environment are a plus; supervisory experience, a ‘can do’ attitude, and a meticulous attention to detail are required.

Above all the Manager must be a team player and dedicated to delivering high service standards.

**Education/Experience Required:**

1. Possess appropriate academic and/or professional qualifications, including a commitment to continuing professional development.
2. Demonstrate a record of sustained and successful achievement, preferably in a similar role and/or within a similar establishment (probably within the events management or hospitality industries).
3. Possess excellent written and verbal communication skills, proven leadership and practical administrative experience, together with a highly developed capacity for problem solving.
4. Be highly customer focused and commercially aware but have the ability to balance the needs and desires of clients with maintaining College priorities and the physical care of the Manor.
5. Be capable of delivering high service standards and have a meticulous attention to detail.
6. Possess knowledge and demonstrate experience of working with general sales and marketing principles and practices.
7. Possess the enthusiasm, energy and willingness to meet challenging demands, work to deadlines, and initiate and sustain improvements in service.
8. Demonstrate highly developed computer literacy with competence in the use of appropriate software (e.g. MS Office – Word and Excel; internet and email) and the willingness and ability to learn and work with internal administrative computing systems.
9. Possess highly developed organisational skills; for example, the ability to show initiative; the ability to see the larger goals of a project or programme and to manage the details; flexibility; the ability and willingness to take responsibility for assigned projects; and the ability to prioritise and to work effectively on a number of parallel tasks.
10. Be a team player and have a “can do” attitude to work.
11. Demonstrate a clear commitment to the Mission, Purposes and Vision of the College.
12. Other essential qualities are the ability to work effectively under pressure and to tight deadlines; a capacity to experiment with new ideas and methods; a commitment to initiate and sustain improvements in service; an ability to deal with a range of people at all levels; and the enthusiasm, energy and willingness to meet challenging demands.

Key Duties/Roles:

1. Events Management and Marketing
   a. Directly lead a busy team with responsibility for managing and cultivating existing, potential and new clients.
   b. The management of clients includes but is not limited to:
      • Servicing a personal portfolio of clients and assigning “caseloads” of clients to team members;
      • Liaising with clients to ascertain their precise requirements from initial enquiry through to finalised event, working with other College teams (Catering, Housekeeping, Security, etc.) as necessary to ensure effective and efficient delivery of the event to the highest standards;
      • Preparation of all proposals, correspondence, timelines and documentation relating to each event; maintaining contact with clients as appropriate by letter, telephone, email and digital video meetings; distributing relevant and accurate documentation internally within the College in a timely manner; and maintaining associated files;
      • Organising in advance and supervising the appropriate level of part-time event support staff for each event, giving appropriate briefings and ensuring consistency in the quality of service delivery and applying relevant policies and procedures;
      • At the event, hosting the client and their guests, collaborating effectively with various College teams (e.g. Catering, Housekeeping, etc.), coordinating with external suppliers (e.g. florists, bands, entertainers, etc.), supervising event support staff, handling client queries and troubleshooting to ensure that the event runs smoothly and to the highest standards
      • Conducting post event evaluations and soliciting feedback on performance;
      • Ensuring that insurance, legal, health and safety, and security obligations are adhered to;
      • Attending weekly Events meetings, and any other meetings deemed necessary.
   c. The marketing of Events includes but is not limited to:
      • Engaging in activities to promote and market the College's potential;
      • Maintaining awareness of competitors and current good practice in the sector;
      • Conducting market and client research to identify opportunities and solicit feedback on performance.

2. Public Presentation of Harlaxton Manor
   a. Coordinate the public presentation of Harlaxton Manor, including: organising an annual Harlaxton Manor Open House event; assisting with a small programme of House and Garden Tours; and, an annual Open Day in conjunction with the national Heritage Open Days scheme. In addition to the relevant tasks/responsibilities outlined in the management of Events, this work will also involve:
      • Liaising with a small team of part-time tour guides;
      • Liaising with Library and Academic staff to display and/or utilise the College’s archives and associated historical research appropriately;
      • Organising in advance and supervising the appropriate level of College staff for each Open Day.
Other Duties/Roles:

1. General Operations/Information Management
   a. Contribute to the College’s annual planning process and implement associated Events goals;
   b. Forecast and plan team workload requirements;
   c. Prepare monthly and annual operational team plans;
   d. Develop good operational working relationships with other team managers and other staff, through a collaborative approach;
   e. Support the Principal in preparing reports and information for the College’s Cabinet and other bodies as relevant;
   f. Identify generic areas for operational improvement and help implement solutions;
   g. Report the need for repair of equipment and buildings within public areas and State Rooms.

2. Human Resource Management
   a. Provide operational day-to-day line management leadership, decision-making and support to the Team;
   b. Maximise efficiency and effectiveness and develop a flexible Team;
   c. Identify individual training and personal development opportunities for the Team;
   d. Manage work rotas and manage flexible working hours appropriately;
   e. Organise regular team meetings to disseminate and gather information;
   f. Hire and induct new staff as required;
   g. Ensure that all Conference and Events staff present a professional image.

3. Financial Management
   a. Manage a small marketing budget;
   b. Maintain financial records for all activities and use accepted College financial accounting and record keeping systems.

4. Health and Safety
   a. Be fully conversant with relevant health and safety regulations and ensure that Conference Events staff are appropriately trained and comply with these regulations;
   b. Report all accidents associated with Conference and Events activities and assist the College’s Health and Safety Committee with any subsequent investigations;
   c. Support the Major Incident Team in the event of a College Emergency and assist with the operation of the Major Incident / Contingency Plan.

5. Other
   a. Attend personal training courses as required by the College;
   b. To carry out other reasonable duties as the Principal may require from time to time.

This job description describes the principal purpose and main elements of the job. It is a guide to the nature and duties of the job as they exist currently, but it is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment.

All staff at Harlaxton College must be capable of delivering high service standards, have a meticulous attention to detail and be able to work under pressure.

All staff at Harlaxton College must be outgoing, dedicated and enthusiastic persons, who are both team players and able to work on own initiative.

We are always looking for people who are not afraid to 'go the extra mile' to provide exceptional service.

Working at Harlaxton College is rewarding. We offer competitive salaries, great benefits and the use of College amenities.