

Job Title: Events Manager

Type of Position: Full time – all year

Salary: Depending on Experience

Reports to: Director of Marketing and Admissions and the Bursar

Objective

To maximise the commercial letting of Queen's College's facilities in order to provide the School with a sustainable income stream through efficient and effective lettings. In addition, support the coordination of key outreach activities and internal events. Supported by an Events Assistant, ensuring the delivery of a high-quality service which meets targets, exceeds customers' expectations and reflects the School's values.

Job description

Duties

- Q Maximise the use of space by outside users at Queen's College, in order to generate income for the School, without impacting on the School's use of its facilities.
- Q Manage the lettings booking system and communicate bookings' requirements to relevant internal stakeholders.
- Q Oversee all administration related to bookings; managing and preparing all documentation for new users ahead of their first rental.
- Q Support the Finance Department in the administration of invoicing external users. Produce and manage monthly reporting statistics and KPI's.
- Q Coordinate all bookings and services required in order to provide users with a service that reflects the values of the School.
- Q Update and management of the lettings section on the website.
- Q Deal with enquiries from potential users on a daily basis; including walk-ins, telephone and email queries.
- Q Promote additional services to existing users.
- Q Host events and be the face of Queen's College for external lettings. Support the School in the organisation of internal events and outreach activities, as required.
- Q Line manage the Events Assistant.

Queen's College, Trull Road, Taunton, Somerset, TA1 4QS
Senior School: 01823 272559 **Prep School:** 01823 272990

Key requirements

- Q Be proactive in monitoring customer satisfaction, ensuring regular feedback is provided to external users.
- Q Project a smart, friendly, polite and professional image; providing the highest standard of customer care to ensure customer satisfaction, secure recommendations and repeat bookings. Build strong commercial relationships with all external users.
- Q Deal with complaints.
- Q Act as an ambassador for the School.
- Q Identify and act on any PR or marketing opportunities.
- Q Be aware of competitors' performance and activities.
- Q Undertake additional tasks reasonably required by the Director of Marketing Admissions

Personal Skills

- Q Highly-developed social skills
- Q Attention to detail
- Q Time management: organised with the ability to work to deadlines
- Q Natural sales ability with a strong negotiating skill
- Q Customer service orientated
- Q Excellent communication skills
- Q Self-motivated
- Q Ability to influence and persuade

Child Protection and Safeguarding

Safeguarding and promoting the welfare of children is everyone's responsibility. Everyone who comes into contact with children and their families has a role to play. In order to fulfil this responsibility effectively, all practitioners should make sure their approach is child-centred. This means that they should consider, at all times, what is in the best interests of the child (KCSiE 2021).

You must comply with the Queen's College Child Protection and Safeguarding Policy and Procedures and the requirement to report any concerns relating to the safety or welfare of children.



Additional Duties:

To undertake such additional duties as may be reasonably required commensurate with the level of responsibility within the College.

The post-holder will undertake assigned duties and responsibilities, ensuring that all actions are discharged within the regulatory and legislative requirements to which the College is subject.

October 2021

This job description is current at the above date. In consultation with the post holder it is liable to variation by the School to reflect actual, contemplated or proposed changes in or to the job.

Queen's College, Trull Road, Taunton, Somerset, TA1 4QS
Senior School: 01823 272559 Prep School: 01823 272990

Queen's College is part of the Methodist Independent Schools Trust
Registered Office: Methodist Church House, 25 Marylebone Road, London, NW1 5JR
Charity No: 1142794 Company No: 7649422