



| **Job Title:** | Assistant Events Manager |
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| **Hours:** | Full time with evening and weekend duties |
| **Status:** | Permanent |

**Responsible to:** Events and Lettings Manager

**Functional links with:** Marketing, Academic Staff, Technicians, IT and site teams

**Job Purpose**

There is a requirement within Queen’s College to generate income from lettings (sports, meeting

rooms, function rooms and performance spaces). The post will involve working unsocial hours and you

need to be completely flexible in working your week to fit in to the various demands of the lettings and

events programme.

**Main Duties: -** The Assistant Events Manager will be expected to carry out, among other things, the following:

* Handle, respond and follow up all telephone, e-mail and written requests for information about the facilities at Queen’s in a timely, polite and professional manner
* Assist with the management of all events to ensure they are delivered in a professional manner. This will include identifying client requirements - room layout, catering needs etc and liaising with college staff to ensure we deliver an efficient service to all clients
* Meet and greet clients and run through their requirements and any housekeeping at the start of their let
* Liaising with the Marketing Department to assist with the promotion and marketing of all facilities, events and residential courses to appropriate organisations
* Assist with the planning, marketing and implementation of holiday activities and residential courses at Queen’s
* Assist with managing the box office system and ticket allocation for events at Queen’s
* Carry out front of house duties at events, acting as Duty Manager when required
* Research and make available external suppliers whose services can be used to support clients’ requirements
* Assist with the prompt and accurate billing for all events and lettings
* Manage the school’s online booking system in conjunction with marketing to maximise sales opportunities
* Inform College staff of current and available lettings
* Ensure the CRM system is updated with client information and conversations, and that associated tasks are completed in a timely manner
* Ensure that all lettings are contracted, have provided us with required paperwork and that this is securely filed
* Assist with internal and outreach events as required
* Deal with day-to-day enquiries within the school and externally from parents, suppliers and other stakeholders
* Liaise with other College Departments to promote better communications and improve customer service.
* Support the facilities management of the site to ensure an overview of all internal and external events on a weekly basis.
* Identify sales and/or marketing opportunities
* In the absence of the Events and Lettings Manager oversee all event and letting administration and operations

**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 2023).

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.

**March 2024**

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.



**Skills and experience**

* Previous experience of supporting/organising events
* Experience of working with the public
* Experience of providing outstanding customer service
* I.T literate
* Excellent written and verbal communication skills
* Ability to think creatively to help design events
* An eye for detail
* Excellent inter-personal/people skills
* Ability to use initiative to problem solve
* Be willing to work unsociable hours when required

| **Signed ..............................................**  **Print name .....................................**    **Dated ...............................................**  ***(Post holder)*** | **Signed ..............................................**  **Print name ......................................**    **Dated ...............................................**  ***(Line Manager)*** |
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