**JOB SPECIFICATION**

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| **MYERSCOUGH AND PROUD** |
| At Myerscough College and University Centre we have a nationally and internationally recognised Further Education, Higher Education, Adult Education and Apprenticeship provision. The Further Education provision is well established, the Higher Education provision has a well-recognised partnership with UCLan and the apprenticeship provision is operational nationally. We offer a rewarding and enjoyable working environment, where colleagues are inspired to make a positive difference to the educational experience and employability of our students. We are one of the top five largest land-based and sports colleges in the UK. |

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| **JOB TITLE** | **AREA OF WORK** |
| Conference and Events Co-ordinator | Commercial Services |
| **SALARY** | **BENEFITS** |
| Band 3  £23,318 to £26,807 depending on skills, qualifications and experience (based on 37 hours per week). | Local Government Pension Scheme  26 days holiday rising to 31 days following 5 years’ service plus Bank Holidays to include up to 5 days to be taken between Christmas and New Year at direction of the Principal |
| **LINE MANAGER(S)** | **LINE MANAGER FOR** |
| Equine, Sport and Events Manager | Bar Supervisor |
| **KEY TASKS AND RESPONSIBILITIES** | |
| To supervise and co-ordinate all internal and external bookings for facilities across the Preston campus at Myerscough College. Ensure there is a single point of contact for the customer and work with all relevant departments to ensure all the requirements are met. Provide the highest levels of customer service both internally and externally, to ensure the reputation of the service, and offer, continually improve; always aiming for repeat business and/or positive word of mouth. Work with Managers and the Director to ensure an appropriate balance of student/academic and commercial use of our facilities | |

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| **DUTIES** |
| To work closely with managers and supervisors in food and beverage, accommodation, and any other relevant areas (depending on the booking), to ensure the customer requests are met and effectively co-ordinated. |
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| Regularly update and communicate with staff across all areas, providing information on new bookings, amendments, and assessing their capacity to provide a quality offer that meets customer expectation. |
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| Contribute development ideas to all departments based on feedback from internal and external customers so that we operate on a continuous improvement basis. |
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| Compare and benchmark our facilities and price point to ensure we remain competitive, and to future proof our offer. |
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| Work with your line manager and other managers across the service to ensure all facilities are covered at an appropriate staffing level, at times to suit the needs of the business. Where necessary, provide operational support to ensure adequate coverage. |
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| Oversee The Stumble Inn (campus bar) with support from the Bar Supervisor. Work closely to ensure the facility is operationally covered at all times, regularly supporting commercial activity. |
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| Regularly monitor and report maintenance issues so that all the facilities are safe and presentable at all times, working to the highest standard. |
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| Develop conference and events packages (residential and non-residential) that are clear and easy to promote, and will see an increase in use/occupancy and ensure customer retention/repeat business |
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| Consider sustainability in all aspects of daily operational management, as well as factoring it in to future plans. Where possible we should aim to achieve a carbon zero approach. |
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| To prepare competitive quotes/bids for customers. |
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| Raising of internal and external requests for invoices and to monitor accounts for all cost centres monthly. |
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| To maximise income generation within your operation. |
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| To be proactive in marketing the facilities on offer. |
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| To work with the College’s Digital Marketing Officer and Web Developer to promote the services on offer, ensuring that website and social media updates are relevant and done in a timely manner. |
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| To provide leadership, support and directly line manage the staff listed above. |
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| To recruit, train, manage, motivate and develop staff, ensuring they embrace a ‘positive’ philosophy and are able to deliver the highest standards of customer service. |
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| Complete performance reviews with all staff under your direct line management to ensure training and development issues are discussed and agreed, followed up and monitored. |
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| **DUTIES** |
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| Ensure that the GDPR is fully adhered to. |
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| Remain constantly aware of health and safety, keeping up to date with changes and updates, and ensuring the impact of this is factored into the way you operate. |
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| Analyse where risk assessments are required in your areas, complete and review them, gaining insight and advice from relevant staff as required. |
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| Maintain excellent, up to date, records in relation to all bookings so that everyone within the service can access and understand them, using a variety of systems. |
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| Oversee enquires for new business, conduct site visits for prospective clients, prepare contracts and relevant paperwork in relation to bookings. |
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| Be on site and manage events wherever possible, or work with other managers across the service to ensure adequate cover is in place. |
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| Attend meetings relevant to events both internally and with external governing bodies. |
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| Work flexibly, including weekends and evenings and across the department where it’s reasonable to do so. Work across the wider Commercial Services where reasonable and necessary, to ensure the relevant facilities are operational when customers require them. |
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| To undertake any additional training as and when required. |
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| You will be a role model and promote the College values:   * **Learning -**Our delivery will be high quality and innovative with students at the heart of decision making. * **People -**We will enable staff and students to fulfil their potential whilst promoting resilience, leadership, accountability and teamwork. * **Sustainability -**We will provide a happy, healthy, safe, supportive and sustainable environment in which to live, work and study. * **FREDIE** - We will advance **FREDIE**:  Fairness, respect, equality, diversity, inclusion, engagement in all we do. |
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| Promote College sustainability policies and strategies by personal commitment and leading by example and complying with all quality and environmental standards and expectations. This includes active involvement in carbon reduction, embedding of carbon reduction practices (lights off, heating down etc.) and being vigilant in relation to the College’s approach to Reduce, Reuse and Recycle ethos. |
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| Actively participate in the Annual Review and Development process in line with individual needs and College strategic plan priorities. Agree objectives with the Line Manager and ensure they are achieved. |
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| Be responsible for promoting and safeguarding the welfare of children, young people and vulnerable adults at all times in line with the College’s own Safeguarding Policy and practices. |
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| Be thoroughly aware of College Health and Safety policies and procedures, attend mandatory health and safety training appropriate to the role and ensure the full implementation of College policies, procedures across all areas of responsibility. Ensure that employees within line management are also compliant with the policies, procedures and training requirements including reporting and recording all accidents and near misses. |
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| **DUTIES** |
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| Ensure full adherence to and implementation of the Data Protection Act 1998, the General Data Protection Regulations 25 May 2018 and the College Data Protection Policy and Procedure and ensure that employees within their responsibility. |
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| Any other duties that may reasonably be required by Line Management and the Chief Executive & Principal. |
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**Location of work**

You may be required to work at or from any building, location or premises of Myerscough College, and any other establishment where Myerscough College conducts its business.

**Variation to this Job Description**

This is a description of the job as it is at present, and is current at the date of issue. The job description will be renewed and updated as necessary to ensure that appropriate revisions are incorporated, and that it relates to the job to be performed. This process is conducted jointly with your Line Manager. You are expected to participate fully in the review and, following discussion, to update your job description as is considered necessary or desirable. It is our aim to reach agreement on reasonable changes. However, if such agreement is not forthcoming, Management reserves the right to insist on changes after consultation with you.

**EMPLOYEE SPECIFICATION**

(PI) Post Interview

(A) Assessed via Application form ( I ) Assessed via Interview

(P) Assessed via Presentation in interview (T) Assessed via Test

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| **ESSENTIAL CRITERIA:** | **DESIRABLE CRITERIA:** |
| ***Personal Attributes*** | |
| Presentable and professional appearance (I)  Ability to work as part of a team (A/I)  Ability to work to quality standards (A/I)  Good command of the English language (A/I)  Appropriate level of physical and mental fitness (PI) |  |
| ***Attainments*** | |
| Hospitality or food and beverage qualification at minimum level 3, or equivalent experience (A)  Competent in ICT (A)  GCSE English and Maths at Grade C/4 or above (or an equivalent standard) (A/I)  Relevant qualifications and ability to hold Designated Premises Supervisor role (A) | HND/Degree in related subject (A) |
| ***General Intelligence*** | |
| Ability to manage, supervise and co-ordinate (A/I/P/T)  The capacity to communicate highly effectively both verbally and in the written word at all levels and via electronic methods/media (A/I/P/T)  Ability to develop and implement quality systems and procedures (A/I/P/T)  Thorough knowledge and understanding of event or facilities management (A/I) |  |
| ***Special Aptitudes*** | |
| Outstanding supervisory / communication skills and the ability to motivate a team (not directly managed by you) (A/I/P)  Clear evidence of the ability to build strong partnerships and work with stakeholders (A/I)  Ability to confidently and accurately analyse and interpret data and make recommendations for effective action (A) |  |
| ***Interests*** | |
| Interested in event management, hospitality, or similar/related subjects (A/I)  High levels of interest in the work and satisfaction of students and staff (A/I/P/T) | Empathy with education (A/I) |
| ***Disposition*** | |
| A supervisor/manager who is hard working and capable of developing a service/offer (A/I)  Excellent interpersonal skills (I)  Outstanding communication skills (I/P/T)  Friendly and approachable (I)  Person centred approach (I)  Can-do attitude (A/I/P)  Highly organised, flexible and proactive approach (A/I/P)  The ability to multi-task and manage changing priorities (A/I/P) |  |

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| ***General*** | |
| An understanding of “safeguarding” and its importance within the College \* (A/I)  An understanding of health and safety requirements of a working environment (A/I)  An understanding of Fairness, Respect, Equality, Diversity, Inclusion and Engagement (FREDIE) issues within an educational context (A/I) |  |
| ***Circumstances*** | |
| Willing to apply for Disclosure & Barring Service clearance at Enhanced level (important – further information below). (A/I)  Ability and willingness to work flexibly (I)  Flexible approach to working hours to meet the demands - this role will include regular evening and weekend work (I)  Possess a current driving licence or willing to travel as required by other means (A/I) |  |

\*Interviews will explore issues relating to safeguarding and promoting the welfare of children, including motivation to work with and ability to form and maintain appropriate relationships and personal boundaries with children and young people together with emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline.

**TERMS AND CONDITIONS**

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| **JOB TITLE** | **AREA OF WORK** |
| Conference and Events Co-ordinator | Commercial Services |
| **SALARY** | HOURS OF WORK |
| Band 3  £23,318 to £26,807 depending on skills, qualifications and experience | 37 hours per week, working flexibly to suit the needs of the business. This will include evenings and weekends where necessary. Campus based. |
| ANNUAL LEAVE ENTITLEMENT | PENSION |
| 26 days holiday, rising to 31 days following 5 years’ service plus Bank Holidays to include up to 5 days to be taken between Christmas and New Year at direction of the Principal | Local Government Pension Scheme  Employee Contribution Rate (as at 1 April 2022)  (based on actual NOT FTE)  Contribution rate %  Up to £15,000 5.5%  £15,001 to £23,600 5.8%  £23,601 to £38,300 6.5%  £38,301 to £48,500 6.8%  £48,501 to £67,900 8.5%  £67,901 to £96,200 9.9%  £96,201 to £113,400 10.5%  £113,401 to £170,100 11.4%  £170,101 or more 12.5%  17.4% Employer  You will automatically become a member of the LGPS |
| PROBATIONARY PERIOD | DRESS CODE |
| A probationary period of nine months applies to new entrants to the College | All post holders are expected to be of a professional and presentable appearance |
| REFERENCES / MEDICAL CLEARANCE / DISCLOSURE | |
| The appointment is subject to the receipt of satisfactory references, medical clearance and Disclosure & Barring Service check/ISA (if applicable).  Occupational Sick pay is not paid during the first four months of service and thereafter is subject to the College’s Sick Pay Scheme  Should your application be successful you will be sent further details via email from eSafeguarding. They are the Registered Umbrella Body we have chosen to complete the Disclosure and Barring Service (DBS) process on your behalf.  Please note that all new employees of the College will be required to pay for their DBS check via eSafeguarding at the time of application (at present £38.00 for an enhanced level check). | |

**DBS UPDATE SERVICE**

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| The Disclosure and Barring Service (DBS) update service lets applicants keep their DBS certificates up to date online and allows employers to check a certificate online. | |
| BENEFITS TO YOU | **HOW TO REGISTER** |
| * Saves you time and money * One DBS certificate may be all you will ever need * Take your DBS certificate from role to role within the same workforce * You are in control of your DBS certificate * Get ahead of the rest and apply for jobs DBS pre checked | You can [register online](https://secure.crbonline.gov.uk/crsc/subscriber) as soon as you have your application reference number. You can ask for the number when you apply for your DBS check.  Or you can wait and [register](https://secure.crbonline.gov.uk/crsc/subscriber) with your certificate number when you receive your DBS certificate. **If so, you must do so within 30 days of the certificate being issued.**  To check the progress of your DBS certificate use the [DBS tracking service.](https://secure.crbonline.gov.uk/enquiry/enquirySearch.do)  **Registration lasts for 1 year and costs £13 per year (payable by debit or credit card only).**  You’ll get an ID number with your registration that you need to log on to the service. Make sure you write it down. |
| WHAT YOU GET | |
| When you join, you’ll get an online account that lets you:   * Take your certificate from one job to the next * Give employers permission to check your certificate online, and see who has checked it * Add or remove a certificate | |