**JOB DESCRIPTION**

**Conference & Events+ Sales Administrator**

**Vacancy Ref:**

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| **Job Title:** Conference & Events + Sales Administrator | **Present Grade:** 4 |
| **Department/College:** Conference and Events +, Commercial Services |
| **Directly responsible to:** Business Development Manger |
| **Supervisory responsibility for:** N/A |
| **Other contacts** |
| **Internal:**Head of Commercial Services and Visitor Services, Head of Retail, Head of Conference & Hospitality, Retail and Hospitality Unit Managers, Revenue Support Manager, Business Development team, Systems Support Manager, other Facilities staff and colleagues |
| **External:**  Conference organisers, delegates, suppliers & contractors, English Lakes Hotel team and agents, Agencies such as AVS |
| **Major Duties:**.* To maintain an efficient online event & conference diary (Kinetics), ensuring capacities, information and revenue is accurately maximised and recorded.
* To operate an effective follow up and chase system to maximise conversion rates
* To deal with Conference & event enquiries in an agreed time frame, providing accurate quotes and show rounds
* To assist in sales activities and campaigns to meet the agreed sales and marketing strategies.
* To provide administration support in line with the role requirements.
* To assist in the delivery and development of the conference registration package, which included the use of Event bright and any other similar packages.
* To assist in the collection of Competitor information and report back on a monthly basis
* To assistant in undertaking regular review for the Website and other key online presence eg Venue Directory.
* To support in the booking process of accommodation booking for individual guests during as business demands.
* Participate in regular and ad-hoc meetings and liaison with team, departmental and institutional colleagues to ensure successful hand over of events so client requirements are fully understood.
* To be available for work in all conference areas as business demands and undertake Duty management duties.
* At all times to carry out your responsibilities with due regard to the University’s codes on Equality and Diversity, University Health and Safety Codes of Practice, Child Protection Policy and GDPR legislation.
* All other duties as commensurate with the position and grade.
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