

JOB DESCRIPTION
Conference & Hospitality Assistant
Vacancy Ref:

Job Title: Conference & Hospitality Assistant	Present Grade: 1
Department/College: Conference & Hospitality	
Directly responsible to: Conference & Hospitality Supervisor	
Supervisory responsibility for: Casual staff	
<p>Other contacts Conference & Hospitality Operations Manager, Commercial Services Senior Managers, Conference, Hospitality & Retail teams, Business Development Team, Facilities staff, college and department staff as relevant. All departments, in a client capacity or supplier capacity</p> <p>Internal: Facilities staff, Students, stakeholders, visitors</p> <p>External: Students, Food & Dining Customers, Conference and Events Clients, Guest Room Customers, Suppliers, delivery personnel</p>	
<p>Role Priorities</p> <p>To deliver the day-to-day operation, set up and maintenance of Food & Dining deliveries, Conferences, Events and University events maintaining a consistency of standards by following University and Departmental processes and policies across the Lancaster University Campus and other University operated venues</p> <p>To Assist with the operation of large events, the Academic Event Service as required.</p> <p>To support with guest rooms operation as required.</p>	
<p>Conference and Hospitality Event Delivery</p> <ul style="list-style-type: none"> • To provide an excellent customer service for dinners, events and conferences to both internal and external visitors, staff and students • Proactively seek customer feedback • To correctly use equipment in line with departmental procedures • To effectively use relevant systems and communication tools as instructed in line with department procedures • To effectively communicate any operational issues to Line Manager in a timely and appropriate manner • To complete daily cleaning schedules and carry out other cleaning duties as required • To work within EHO, COSHH and Health and Safety Guidelines 	

- To operate equipment at point of sale in line with GDPR and departmental regulations
- To wear uniforms at all times in line with departmental policy
- To maintain a high standard of personal hygiene, and work in a clean and tidy manner
- To attend relevant training courses as directed by the senior manager
- Adhere to Lancaster University standards, policies, and procedures
- Undertake driving duties as required

Other

To be available for work in all areas, as business demands, including evenings and weekends

To undertake training and development as relevant for the role as requested.

To attend meetings as required.

Any other duties commensurate with Grade.