

**JOB DESCRIPTION**  
**Events Coordinator**  
**Vacancy Ref: N2826**

<b>Job Title:</b>	Events Coordinator	<b>Present Grade:</b> 4
<b>Department/College:</b> Conferences & Events+, Commercial Services		
<b>Directly responsible to:</b> Events Manager		
<b>Supervisory responsibility for:</b> N/A		
<b>Other contacts</b>  <b>Internal:</b> <ul style="list-style-type: none"><li>All departments, in a client capacity or supplier capacity</li></ul> <b>External:</b> <ul style="list-style-type: none"><li>Visitors, Corporate Clients, Public Bodies, Local Authorities, Agents, Materials &amp; Service Suppliers</li></ul>		
<b>Role Priorities:</b> <ul style="list-style-type: none"><li>To coordinate conference and events bookings and create a welcoming, professional and friendly environment for all visitors and University colleagues.</li><li>To work closely with Sales, Operational and other Facilities’ departments as necessary to deliver a consistent, high level of service throughout the customers’ time with Lancaster Conferences &amp; Events+ and Food &amp; Dining.</li><li>Recognise opportunities to maximise revenue, by up-selling and offering enhancements to create an outstanding experience for our visitors.</li><li>Prepare all visitor documentation in a clear and timely manner.</li></ul> <b>Customer Service</b> <ul style="list-style-type: none"><li>To deal with all general conference enquiries, providing quotes and undertaking show rounds as requested.</li><li>To coordinate conference bookings and liaise with conference organisers to ensure customer expectations are met and services are requested.</li><li>To secure customers feedback on product quality and service levels, reporting back to line manager on a weekly basis.</li><li>To liaise and communicate with service providers to ensure standards and services are delivered as requested.</li><li>Prepare meeting rooms for customers and operate venues as required across campus and off campus.</li></ul> <b>Sales and Budget Achievement</b> <ul style="list-style-type: none"><li>To maintain the conference diary ensuring capacity and revenue is maximised.</li><li>Up-sell products and services throughout the enquiry and bookings process</li><li>To assist in sales activities to meet the agreed sales and marketing strategies</li></ul>		

**Administrative Tasks**

- Process all conference and events bookings efficiently using the relevant systems provided including taking payments.
- To provide administrative support as requested including answering and forwarding telephone calls, responding to emails and supporting the Guest Rooms and Food & Dining Teams.
- ~~To produce invoices, statements and purchase orders and monitor in-line with Financial Regulations.~~
- To assist in the delivery and development of Academic Event Solutions, including the conference registration package.
- To operate and maintain accommodation booking services for individual guests during vacation time.

**Other:**

- Serve as the point of contact for Hospitality and Retail, and Facilities Departments'.
- Act as Duty Manager according to business on a rotational basis.
- To be available for work in all conference areas, as business demands, including evenings and weekends.
- To undertake training and development as relevant for the role as requested.
- Must have a full driving license to enable access to off campus locations.
- Any other duties commensurate with Grade.