



**Post:** Administration Assistant (Events)

**Responsible To:** Administration Supervisor

## **JOB DESCRIPTION**

### **Purpose of Job**

The post holder will provide effective and efficient organisation and co-ordination of the event function of the college, together with administrative support for a range of cross college activities.

### **Main Duties and Responsibilities**

The following duties and responsibilities are intended to give a broad indication of the variety of tasks the post holder may be asked to undertake. The job description may also be amended to take account of changed circumstances.

1. To administer and implement weddings, conference, meetings and training events and Summer School/Off Season bookings to ensure clients are given the necessary support to enable the event to run smoothly and according to plan.
2. To deal with all appropriate correspondence and contractual arrangements, both internal and external, relating to bookings.
3. To be the first point of contact for event enquiries.
4. To negotiate conference and event fees with guidance from the Business & Resource Manager when appropriate, and to oversee the timely invoicing of bookings through the Administration office, including advance deposits.
5. To develop standard formats to enable customer expectations to be met cost effectively from initial enquiry to exit interview.
6. To oversee the internal room booking system and to review and develop the computerised booking system to fully utilise usage of existing facilities.
7. To maintain a customer feedback system to inform the development of services.
8. To contribute to the promotion and marketing of the college wedding, conference, meeting and training facilities, including assisting with the development of products and services to achieve business growth.

9. To undertake client 'show round' of facilities with associated negotiations on pricing, dependent on requirements.
10. To maintain and develop client databases to allow effective marketing initiatives.
11. To support college staff in the co-ordination of internal events as requested, including advice and assistance with organisation.
12. To attend internal Committees where Events input is required, eg Housekeeping Committee, H&S Committee etc and represent the college at external meetings of the event and tourism sectors when appropriate.
13. To provide support for external events as required, which may necessitate some evening and weekend working.
14. To undertake administrative duties, including reception cover as necessary, and any other relevant duties as requested by the Business & Resource Manager and Administration Supervisor

#### **CONDITIONS OF SERVICE**

<b>Post Title:</b>	<b>Events &amp; Administration Assistant</b>
<b>Location:</b>	Newbattle Abbey College
<b>Term of Appointment:</b>	Permanent – 35 hours per week
<b>Remuneration:</b>	£18 – 19k per annum
<b>Pension Scheme:</b>	Lothian Pension Fund Scheme (Employer Contribution – 18.9%)
<b>Reporting to:</b>	<b>Administration Supervisor</b>
<b>Holidays:</b>	35 days per year (including 10 public holidays)
<b>Closing date:</b>	Monday 26 <sup>th</sup> February 2018

## Person Specification

<b>Education and Qualifications</b>	
<b>Essential</b> <ul style="list-style-type: none"> <li>IT literate – proficient Microsoft Office suite</li> </ul>	<b>Desirable</b> <ul style="list-style-type: none"> <li>Qualified to HNC level or equivalent</li> </ul>
<b>Experience and Knowledge</b>	
<b>Essential</b> <ul style="list-style-type: none"> <li>Experience in office administration</li> <li>Good IT skills</li> <li>Experience of events co-ordination and organisation</li> <li>Knowledge of social media</li> <li>Experience of minute taking</li> </ul>	<b>Desirable</b> <ul style="list-style-type: none"> <li>Sales experience in a hospitality environment</li> <li>Experience of working in a high quality venue</li> </ul>
<b>Skills and Ability</b>	
<b>Essential</b> <ul style="list-style-type: none"> <li>Excellent organisational skills</li> <li>Ability to build relationships with clients and stakeholders</li> <li>Proven negotiation skills</li> <li>Excellent customer service skills</li> <li>Good communication skills both written and verbal</li> <li>Ability to work in a small team</li> </ul>	<b>Desirable</b> <ul style="list-style-type: none"> <li>Ability to work collaboratively with other organisations and individuals</li> <li>Good presentation skills</li> </ul>