



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Events Co-ordinator, Residential Services, Facilities Directorate



Salary: Grade 4 (£19,612 – £22,417 p.a.)

Reference: FDRES1080

Closing date: 1st March 2020

Events Co-ordinator, Residential Services, Facilities Directorate

Are you customer focussed and excited about delivering an outstanding service to customers? Do you have experience of working in a catering and events environment? Would you like to face different challenges every day? Do you want to join a team providing professional support to teams within the Facilities Directorate, students and external clients?

Residential Services provides accommodation for around 8,500 University of Leeds students in self-catered and catered sites, both on and off campus. We also provide facilities for meetings and conferences. We are an innovative service with a clear vision to provide some of the country's best student accommodation.

Your role will be to co-ordinate and deliver events at all our residences working closely with a range of staff, managers and clients across Residential Services and other University departments.

You will be responsible for assisting the Residential Services Management Team to deliver residential conference business on a day to day basis. You will be front of house and deliver consistently high standards of service to guests and delegates and ensure all departments are informed and kept up to date of their requirements.

With experience of co-ordinating and delivering conferences and events, you will possess excellent customer service skills. You will also have excellent communication, organisational skills and experience of using Microsoft Office packages.

You will be enthusiastic and proactive and have the ability to work independently on your own initiative as well as part of a team.

You will be based at Devonshire Halls Residence, but should be prepared to work at any of the other Residential Services' sites as required.

The role will require a Basic Disclosure Check.



What does the role entail?

As an Events Co-ordinator your main duties will include:

- Providing outstanding proactive customer care at all times, ensuring a courteous and helpful service to residents and all other site visitors and dealing with enquiries and complaints in a timely and professional manner;
- Dealing directly with conference quotations for individual functions from initial enquiry to event delivery;
- Maintain accurate and up to date records on the accommodation and events management systems (Kinetic Solutions/Starrez);
- Producing regular reports on conferences and events that have booked, and discussing with the Residence Managers;
- Assisting with any other administrative duties in relation to delivering an effective service to students, customers, other members of staff and visitors;
- Liaising with the Residence Manager, Wardens and Sub Wardens on student social events;
- Assisting Residence Managers in the delivery of student functions including annual balls, formal dinners, events or functions in residence bars, drama performances and any other Hall Executive events based on site;
- Working with the Residence Team to ensure that all audits, processes and procedures relating to the Quality Management System (ISO 9001) are adhered to in order that the relevant standard is maintained;
- Working in line with and providing support for other certifications/accreditation schemes to which the Service is committed;
- Assisting the Residence Manager in exercising budgetary control for the residence in accordance with University of Leeds processes and Financial Regulations;
- Taking reasonable precautions to ensure the health and safety of yourself and other persons at all times;
- Ensuring, as far as is reasonably practical, the security of persons and property.
- Promoting and upholding Residential Services' and University values through personal example and working practices.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.



Hours of work

Residence staff will be required to provide a flexible service working as necessary to meet the needs of the business. The standard week is 35 hours per week, worked on a 5 days over 7 basis. Weekend and evening work is regularly expected when required in line with business needs.

What will you bring to the role?

As an Events Co-ordinator, you will have:

- Experience of frontline service provision with a proven ability to provide excellent customer service and care;
- Experience of Conferencing and Events Sales and operations;
- Good IT skills, including experience of using Microsoft Office (Outlook, Word, Excel) packages;
- Demonstrable ability to work on own initiative as well as part of a team;
- Strong interpersonal and verbal communication skills with an ability to deal with a wide range of people at different levels;
- Good organisation skills with an ability to respond to changing priorities and work under pressure;
- Good written communication skills with excellent attention to detail;
- An ability to work hours flexibly in accordance with business needs;
- Demonstrable behaviours in line with Residential Services' and University values.

You may also have:

- Experience of accommodation and events management software;
- Experience of a commercial catering and events operation, and experience of managing catering and bar events.

How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised closing date.



Contact information

To explore the post further or for any queries you may have, please contact:

Fiona Rushworth, Residence Manager - Residential Services

Tel: +44 (0) 113 275 1265

Email: f.m.rushworth@leeds.ac.uk

Additional information

Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at disclosure@leeds.ac.uk.

Criminal record information

Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975

This post requires a basic criminal record check from the Disclosure Scotland, and any equivalent overseas authorities where relevant. The successful candidate will be required to give consent for the University to check their criminal record status. All applicants are required to make a self-declaration where applicable.

Any offer of appointment will be subject to the University being satisfied with the outcome of these checks, in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

