



CHRIST CHURCH

FURTHER PARTICULARS

Job title	Conference and Events Manager
Location	Christ Church
Department	Conference and Events
Salary	University Scale Grade 7 (currently £38,674 up to £46,913 pa)
Hours	37.5 hours per week
Contract type	Permanent
Responsible to	The Steward (The Domestic Bursar)
Application deadline	23rd February 2025 (noon)
Vacancy reference	CE202501
Additional information	This is a full-time position that cannot be held concurrently with any other substantive post without the explicit permission of The Steward. This post is subject to a six month probationary period

Christ Church

Christ Church is one of the largest of the Oxford colleges and has evolved over five centuries. Its junior members, both undergraduate (over 400) and graduate students (over 200), cover almost all the major academic disciplines in the Sciences, Humanities and Social Sciences, as do its senior academic staff (around 60). It aims at academic excellence and individual fulfilment in a friendly, tolerant and mutually supportive environment. The head of Christ Church is the Dean, while the College's academic functions are overseen by the Senior Censor. More general information about the College may be obtained at www.chch.ox.ac.uk.

Christ Church provides all colleagues with a welcoming and inclusive workplace that enables everyone to develop and to do their best work. Join us and you will find a friendly, vibrant, democratic, and international community, with a great range of staff benefits.

Department information

The Conference and Events Manager will head up a small team to deliver a range of events. Events range from meetings, conferences, high dinners, through to drinks parties and summer schools. A key element of the role is the pro-active development of commercial revenue. This requires effective diary management, pro-active communication across all departments and meticulous attention to detail.

Role of the Conference and Events Manager

To take full ownership of the conference and event business and its delivery across the year. This includes bed and breakfast, summer school, external/internal client dinners, administration of all meeting rooms and refreshments, private hire ensuring all logistics and on the day operations run smoothly and align with client expectations. You'll understand wider business processes such as workforce and financial planning with

experience of organisational design to define, shape and lead change. The role will suit someone who has strong team management skills to deliver high-end and large events, training a team in standards, is commercially minded and able to develop on trend offers to grow revenue opportunities.

Main Duties and Responsibilities

Event Management

- Providing the highest level of service to prospective clients (both internal and external) by offering comprehensive information, professional show rounds, quotes and pro-actively following up enquiries.
- Work closely with relevant departments to manage the event calendar i.e. Kitchen, Dining Hall, Lodge, Accommodation, Bar and Gardens/Grounds. This includes special dietary requirements, accommodation requirements, staffing requirements, use of gardens/grounds, and facilities access.
- Lead, train and provide the environment to aid the motivation of the conference and events team to deliver exceptional service.
- Act as the overarching main contact for the team during events, ensuring swift resolution of any issues.
- Anticipate challenges, identify solutions, and ensure every detail is meticulously managed for a flawless guest experience.
- Continuously evaluate and improve operational processes.
- Ability to use data, metrics, and evidence to inform and drive decision making and change across the events area.
- Ensuring a professional and customer focused service to our customers and clients.
- Work closely with the Accommodation Manager on all elements of Events planning, and in particular, to take responsibility for the effective allocation of rooms during vacation periods.
- Effective use of events software, to ensure a high level of planning and organisation at all times. Lead with any projects to implement new events and accommodation software as required.
- Carry out event risk assessments and monitor safety standards.

Revenue Generation

Able to grow revenues and optimise costs; including provision of reports to demonstrate alignment to budgets and targets, identification of new revenue streams, upselling to existing customers, early identification of challenges and an approach of providing solutions to 'keep/get back on track'.

This includes the development of positive relationships with partners including Conference Oxford, along with the development and management of pro-active sales campaigns as required.

Financial Management

Actively working with the team to ensure that commercial revenue is continuously developed, while carefully managing costs. Working closely with colleagues to regularly review pricing, menus, wine lists and other elements of our offer.

Person Specification

Essential

- Strong team management skills to develop the current team into highly capable and independent conference and events officers.
- Proven experience to make changes to the function and deliver excellent customer service.
- Exceptional communication and problem-solving skills.
- A passion for delivering outstanding service and a commitment to exceeding guest expectations.
- Good administration skills and high level of literacy.
- Highly organised with excellent computer literacy skills including operating knowledge of Microsoft office and the ability to understand and use other software packages.
- Knowledge and experience of reporting departmental financial data to evaluate performance and identify improvements needed.

Desirable

- Previous experience of leading an events team within a university college environment

Pre-employment screening

Standard checks: If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right to work in the UK; proof of your identity; and we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Terms and conditions

- Salary: will be on the University Scale Grade 7 (currently £38,674 up to £46,913 pa) according to experience.
- Working hours: 37.5 hours per week, with an hour for lunch (unpaid). The normal working week is Monday to Friday, however, flexibility may be possible. The post-holder will also need to have a flexible approach to working hours, as additional hours during weekends and evenings may be required at certain points of the year. Occasional hybrid/remote working will be considered

Employee benefits

- Christ Church employees enjoy 25 days paid holiday per calendar year, excluding Bank Holidays.
- The post-holder will be entitled to lunches without charge during periods for which these are available
- Generous pension scheme
- Employee Assistance Programme alongside access dedicated support both within the college and wider University for your personal and career development
- The opportunity for eligible staff to participate in tax-free bicycle hire/purchase salary sacrifice scheme
- Season ticket loans
- A range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges

How to Apply

To apply for this position please complete provide the documentation listed below, no later than the deadline of **noon on 23rd February 2025**. Applications received after this time will not be considered. **Interviews will be held on 4th and 5th March 2025**.

Application documents should include:

- A letter of application addressed to the HR Department stating your interest in the role, and explaining how you meet the criteria set out above using examples of your skills and experience; and
- A CV, including the names and contact details of two referees. References will only be taken up for the successful candidate.

Applications should be sent to:

Human Resources, Meadows 1, Christ Church, St Aldate's Oxford OX1 1DP or may be emailed to stewardsrecruitment@chch.ox.ac.uk

Applications will be judged only against the criteria which are set out in the job description, and applicants should ensure that their applications explain how they meet each of the selection criteria for the post using examples of their skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants).

Christ Church is committed to fairness, consistency and transparency in selection decisions. Members of selection committees will be aware of the principles of equality of opportunity, fair selection and the risks of bias. Applications are particularly welcome from black and minority ethnic candidates, who are under-represented in College staff.

Christ Church welcomes applications from candidates who have a disability or long-term health condition and is committed to providing long term support. Please let us know if you need any adjustments to the recruitment process, including the provision of these documents in large print, audio or other formats. If we invite you for interviews, we will ask whether you require any particular arrangements at the interview.

If you need help

If you have any questions regarding the application process, please contact stewardsrecruitment@chch.ox.ac.uk. All enquiries will be treated in strict confidence and will not form part of the selection decision.

Important information for candidates

Data Privacy

Please note that any personal data submitted to Christ Church as part of the job application process will be used only for the purposes of determining suitability for the post and processed in accordance with the General Data Protection Regulations (GDPR) and related UK data protection legislation. For further information, please see the Christ Church Privacy Notice available at: <https://www.chch.ox.ac.uk/privacy-policy>.

Due to the large volume of recruitment that Christ Church administers we are unable to provide feedback to non-shortlisted applicants.

Christ Church's policy on retirement

There is no normal or fixed age at which staff in non-academic posts have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Christ Church is committed to equality of opportunity. It is our policy and practice that entry into employment and progression within employment will be determined only by criteria which are related to the duties of a particular post and the relevant salary scale. No applicant or member of staff will be treated less favourably than another because of their age, disability, ethnicity, marital or civil partnership status, parental status, religion or belief, sex, or sexual orientation.