

## **JOB DESCRIPTION**

|                        |   |
|------------------------|---|
| <b>POST TITLE</b>      | <b>Conference Coordinator<br/>(Development and Delivery)</b>  |
| <b>DEPARTMENT</b>      | KingsGate Trading Ltd   |
| <b>TEAM</b>            | Conferencing  |
| <b>RESPONSIBLE TO</b>  | Conferencing Manager  |
| <b>RESPONSIBLE FOR</b> | No supervisory responsibility   |
| <b>WORKING HOURS</b>   | 40 hours a week. Monday to Friday but some early morning, evening and weekend working will be required. Any additional hours worked at weekends will be paid on a timesheet basis or taken as time off in lieu. |
| <b>SALARY</b>          | £27,568 - £30,450 per annum (depending on experience)   |
| <b>LOCATION</b>        | KingsGate, Peterborough   |

### **JOB PURPOSE**

To provide excellent administrative and customer service support to the conferencing business; assisting in the development and implementation of a sales and marketing strategy, ensuring client enquires and queries are resolved professionally and assisting in the delivery of events.

### **KEY ACTIVITIES**

#### **Development:**

Under the direction of the Business Development and Facilities Manager:

1. Assist in the development and implementation of a sales and marketing strategy for the Conference Centre.
2. Develop strategies for winning new business with new customers and new event companies; proactively seeking new leads and identifying new sales opportunities.
3. Manage the KingsGate Conference Centre website content and the generation of marketing materials in conjunction with the media team.
4. Develop the KingsGate Conference Centre's social media presence, including LinkedIn and other appropriate platforms.

## **Delivery:**

Under the oversight and line management of the Conferencing Manager:

5. Assist the Conferencing Manager in overseeing the day-to-day running of the Conference Centre, including liaising with suppliers and clients, providing an excellent level of customer service to all clients.
6. Show potential clients around the conference venue.
7. Work closely with the Conferencing Manager to ensure the smooth delivery of events.
8. Effectively manage and process email and phone enquiries. Produce detailed quotations. Ensure enquires are processed from beginning to end within agreed response times.
9. Manage the conferencing inbox, under the oversight of the Conferencing Manager.
10. Update and maintain the Events500 Conference Software and Dynamics.
11. Confirm details with customers the week prior to their event, ensuring accurate delegate numbers, equipment and catering requirements.
12. Liaise with caterers on weekly orders and amendments.
13. Liaise with technical team to provide the support required for each event, providing basic technical support to the client if required.
14. Coordinate with the facilities, catering, technical teams and catering supplier to ensure all teams are clear on requirements of events.
15. Day-to-day troubleshooting and addressing challenges as they arise.
16. Create the weekly check sheets for the relevant departments.
17. Raise client invoices from Events500 and pass information to Finance department. Ensure purchase order numbers have been provided by clients in advance of their events.
18. Raise deposit invoices as required and liaise with the Finance department to update Events500 customer records when deposits appear in the bank.
19. **Be an effective internal and external ambassador for KingsGate, promoting the organisation's vision and values, positive corporate reputation through active partnership with other relevant stakeholders.**
20. **Positively manage your own personal development to make sure you maintain the technical and professional competence required to effectively perform your role and meet the standards of the organisation.**
21. **Demonstrate a commitment to Safeguarding by reading, understanding, and personally applying the safeguarding policy and procedures, undertaking basic safeguarding training, and ensuring any incident is reported immediately.**
22. **Contribute to and help promote positive communication across the organisation, constructive relationships and effective staff feedback methods.**

23. **Support your manager in identifying, assessing and managing potential risks involved in work activities and processes.**
24. **Keep confidential, and do not share inappropriately with colleagues or third parties any information on matters and circumstances which are sensitive and could be damaging to the organisation's reputation or business.**
25. **Record and use information in accordance with KingsGate procedures and legal requirements i.e. Data Protection.**
26. **Comply with health and safety requirements.**
27. **Adhere to the vision and values of KingsGate.**
28. **Perform any other tasks that may arise from time to time which are appropriate to this level of post.**

All staff members at KingsGate have the activities shown in bold included within their job description.

**This job description was reviewed by the Exec Pastor (Operations and Management Support) in September 2023.**