



Conference and Events Sales Coordinator

Park End Street, Oxford and Egrove Park, Kennington

Grade 5: £28,759 - £33,966 per annum

Fixed-term contract for 12 months, full time

Saïd Business School, University of Oxford

SAID BUSINESS SCHOOL UNIVERSITY



The role

We are one of the UK's leading conference, meeting and events providers with dedicated lecture theatres, classrooms and seminar rooms to suit a wide range of requirements. Our facilities encompass two unique and world class venues, from an Oxford city centre location to a residential venue 2 miles outside of Oxford in a rural, parkland setting.

The post holder will be responsible for the development and coordination of conference, executive education and internal business across the 2 sites at Park End Street and Egrove Park, including:

- Sourcing new business from a range of sectors including corporate, agency, association, academic and training clients. This involves an assessment of client and availability fit with core teaching and executive education business
- Relationship management, with both internal and external stakeholders, to ensure high levels of repeat business, reflecting a high level of service and a tailored, personal approach to client relationships
- Pro-actively converting enquiries into confirmed sales
- Promptly and efficiently deal with executive education and internal enquiries
- Conducting tours and planning sessions with clients, both existing and new
- Coordinating support services for clients and ensuring all information is accurate
- Overseeing events and solving unexpected problems quickly, ensuring high levels of customer service at all times.
- Managing and updating the booking system and the generation of monthly KPI reports

Responsibilities

Selling and marketing of the room hire space to perspective clients

- The post holder should have a passion for sales and have experience of working to targets and using creativity and initiative in relation to maximising sales. This would involve selling and marketing of the venue facilities to both the regional business community and national & international event organisers, building a rapport and using negotiation skills to convert business and upsell to maximise income potential.
- The post holder would also be required to attend networking events and exhibitions to build brand awareness and generate leads.

Conducting tours and planning sessions with clients

- The post holder will coordinate on-site visits for prospective clients who want to view the facilities and will discuss their requirements with them.
- The post holder will also need to conduct client planning meetings with both the client and internal support services, in order for the client's needs and expectations to be both met and, if possible, exceeded. This is especially important because of the large amount of repeat business the School receives.
- The post holder should be able to represent the Business School in a smart, efficient and welcoming manner.



Administrative and financial functions related to the Conference Office

- The post holder will deal promptly and efficiently with enquiries received by the conference team, whether in person or by telephone or email, in order to maximise conversions.
- The post holder will negotiate prices with customers, prepare detailed quotes, prepare financial contracts, and collect booking form details.
- It is the responsibility of the post holder to ensure that all the information on the booking system is accurate and that any changes are communicated to the relevant departments.
- Good time management skills are required as the workload can be heavy and variable at different times during the year.

Responsibility for dealing with Executive Education and internal booking enquiries

- The post holder will deal promptly and efficiently with executive education and internal enquiries matching available resource with enquiry requirements and providing accurate and timely responses. This will also involve booking off-site teaching space or residential bookings as required.
- They will work closely with the internal event organisers and with various stakeholders to ensure that the event requirements are translated into a detailed operational specification. They will need to coordinate regular pre-event planning meetings and post-event review meetings with the internal event organisers and support service providers.

Coordinating support services for clients and ensuring all information is accurate

- It is essential to the success of an event that all information is maintained accurately and kept up-to-date. The post holder is responsible for working closely with the various staff who provide the support services

for the conference business on a daily basis. These areas include: front of house, catering, audio-visual, security/maintenance, finance, and administration. Effective team work and communication is necessary in order for events to run smoothly.

Overseeing events and solving unexpected problems quickly

- The post holder is responsible for ensuring in advance that the necessary arrangements are in place for all the facilities booked by clients. The post holder should be available to greet clients on their arrival and show them to the rooms and facilities that are booked for the event. This is a very busy role and the office deals with approximately 8500 bookings across both sites per year.
- The post holder would need to be flexible in relation to the Conference Office workload and be able to prioritise and deal with internal School events, teaching requirements, executive education enquiries and external conference business as necessary. A flexible approach to personal working hours and office location is essential throughout the week, with a requirement to work weekends as business needs require.

Responsibility for managing and updating the booking system and the generation of monthly reports

- The post holder is responsible for collecting the necessary details from the client, booking the necessary rooms and support services. Accuracy and attention to detail is essential in maintaining the booking system. They will also extract information from the database to compile monthly KPI reports to measure a range of business indicators including enquiry levels, customer feedback and enquiry sources.

Enquiries

- It will be the responsibility of the post holder to deal with general e-mail, in-person



enquiries, and telephone enquiries and to negotiate effectively to maximise business potential. It is important that s/he becomes sufficiently knowledgeable about the activities of the University and the wider conference market to be able to deal with in-depth questions from whatever source and to be flexible to the clients needs.

Selection criteria

Essential selection criteria

- Sales experience, with the ability to demonstrate negotiation skills and commercial acumen
- Proven ability to deliver a high quality service to customers within a corporate environment, including VIP's
- Excellent oral and written communication skills, in particular effective persuasion and negotiation abilities and with experience of writing enquiry responses to clients
- An organised and structured approach to work, requiring accuracy and attention to detail
- Initiative, drive and commitment
- Problem-solving skills while remaining calm under pressure
- Ability to work well in a team and have a flexible approach to work and the duties to be carried out. The role will be located across 2 sites, with a requirement to be based at either site based on business needs
- IT skills, especially Microsoft Office and event booking systems

Desirable selection criteria

- Conference sales experience
- Experience in a busy events venue with direct working knowledge of associate support services such as catering, housekeeping and technical services.

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 (if we haven't done so already) 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.

Please read the candidate notes on the University's pre-employment screening procedures at:

<https://www.jobs.ox.ac.uk/pre-employment-checks>



About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford. For more information, please visit www.ox.ac.uk/about/organisation.

Saïd Business School

Saïd Business School blends the best of new and old. We are a vibrant and innovative business school, but yet deeply embedded in an 800 year old world-class university. We create programmes and ideas that have global impact. We educate

people for successful business careers, and as a community seek to tackle world-scale problems.

We deliver cutting-edge programmes, including the highly regarded MBA, Executive MBA, a number of specialist MScs, a portfolio of custom and open programmes, and accredited diplomas for executives, and we undertake ground-breaking research that transform individuals, organisations, business practice, and society. We are an international and outward looking School with our programme participants coming from more than 50 countries.

We seek to be a world-class business school community, embedded in a world-class University, tackling world-scale problems.

Sustainability

Saïd Business School is committed to the highest standards of environmental sustainability, preserving the planet for future generations and acting in a socially sustainable manner. As an employee you are expected to uphold these commitments in accordance with our Environmental Policy. You can learn more about our organisation's sustainability efforts at: <https://www.sbs.ox.ac.uk/about-us/school/sustainability>.

Diversity and Inclusion

The School is committed to fostering an inclusive culture which promotes equality, values diversity and maintains a working, learning and social environment in which the rights and dignity of all its staff and students are respected. We recognise that the broad range of experiences that a diverse staff and student body brings strengthens our research and enhances our teaching, and that in order for Oxford to remain a world-leading institution we must continue to provide a diverse, inclusive, fair and open environment that allows everyone to grow and flourish.



The School holds a bronze Athena Swan award to recognise advancement of gender equality: representation, progression and success for all.

Our Values

To better understand our Values, what behaviours demonstrate them and how they are involved in your everyday work we have created the below descriptors.

Transformational

We challenge constructively, provoke thought, and influence and inspire others to develop.

Respectful

We are caring, supportive, appreciative, embrace difference and value each other's opinions.

Entrepreneurial

We embrace and encourage change and innovation. We are creative, flexible and brave.

Collaborative

We are stronger together. We are inclusive, approachable, listen to others and value good communication.

Purposeful

We are a community who believe in sustainable growth, and are responsible, principled and transparent.

Excellence

We are professional, focused and aligned, and have a responsibility to do the very best we can.

Wellbeing

Saïd Business School acknowledge the importance of wellbeing, in enabling people to thrive at work and ensure a work-life balance. It provides a number of initiatives to help support wellbeing and would encourage you to participate. At an individual level, wellbeing means recognising what helps us remain resilient and taking appropriate steps. If we experience difficulties, doing our best

to rectify them and making our line manager aware of aspects that they could support us with. Further information about Saïd Business School is available at www.sbs.oxford.edu.

Social Sciences

The School is a department within the Social Sciences Division, one of four academic Divisions in the University, each with considerable devolved budgetary and financial authority; and responsibility for providing a broad strategic focus across its constituent disciplines.

The Social Sciences Division represents the largest grouping of social sciences in the UK: home to a number of outstanding departments and to the internationally ranked Law Faculty; all are committed to research to develop a greater understanding of all aspects of society, from the impact of political, legal and economic systems on social and economic welfare to human rights and security. That research is disseminated through innovative graduate programmes and enhances undergraduate courses. For more information please visit <https://www.socsci.ox.ac.uk>.



How to apply

Applications are made through our e-recruitment system and you will find all the information you need about how to apply on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants). Please upload all documents as PDF files with your name and the document type in the filename.

All applications must be received by midday UK time on the closing date stated in the online advertisement.

If you need help

Help and support is available from:
<https://hrsystems.admin.ox.ac.uk/recruitment-support>

If you require any further assistance please email HR.recruitment@sbs.ox.ac.uk.

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our e-recruitment system to confirm receipt of your application. Please check your spam/junk mail if you do not receive this email.



Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for all academic posts and some academic-related posts. The University has adopted an EJRA of 30 September before the 69th birthday for all academic and academic-related staff in posts at grade 8 and above. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>

For existing employees, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>

There is no normal or fixed age at which staff in posts at grades 1–7 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

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.



Oxford Saïd Exclusive Benefits

Wellbeing initiatives

The Business School runs an annual Wellbeing Day for all staff. In addition to this, there is yoga, healthy food deliveries, health MOTs and a range of other ad hoc programmes. Our excellent catering facilities provide a high standard of food, including healthy eating and vegetarian options at a subsidised cost.

Staff Summer and Christmas parties

Oxford Saïd like to reward all of their staff for their great work and their Christmas and Summer parties are our way of saying thank you. The Christmas party is for all staff and the summer party is for staff and their immediate family members, because we know how important family is to all of us.

Employee Assistance provider

Validium is an employee assistance and wellbeing consultancy that works in partnership with the Business School to provide staff and their immediate family with a free 24-hour per day helpline providing confidential information and counselling services on personal issues.

University of Oxford Benefits

Annual leave

38 days (inc. public holidays). Long service additional annual leave – up to 5 days per annum, pro rata for part time employees. Previous service within higher education sector can be recognised. An additional scheme enables staff to request to purchase up to 10 additional days in each holiday year.

Pay increases

The University salary and grading structure allows for annual incremental progression until a scale-bar point is reached. This incremental progression is automatic.

Pension

If you are on an academic or academic related pay scale (grade 6 or above), you are automatically a member of USS. Employer contribution is 14.5% and Employee contribution is 6.1%.

If you are on a pay scale other than academic or academic related (grade 1-5) you are automatically a member of OSPS. Employee contribution can be between 4%-8% and Employer contribution 6%-10%.

NUS Extra discount card

All University staff can purchase a card for £12 for 12 months (£22 for 2 years, £32 for 3 years) which gives access to numerous exclusive offers and discounts from many popular retailers.

University discounts

Wide range of discounts from external companies using a university card.

University Club

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and <http://www.sport.ox.ac.uk/>.

Access to Oxford buildings

Free access to a number of Oxford colleges, Botanic Gardens, Harcourt Arboretum, Wytham Woods and discount at numerous restaurants/shops.





**Saïd Business School
University of Oxford
Park End Street**

Oxford, OX1 1HP

United Kingdom

www.sbs.oxford.edu

All information is correct at the time of going to press.

Please check our website for the most up-to-date information.

Saïd Business School, University of Oxford