

Summary

Job title	Event Venues Coordinator
Division	UAS
Department	Estates Services – Facilities Management
Location	Any venue within the Oxford University Event Venues portfolio
Grade and salary	Grade 5: £31,459 – £36,616 per annum
Hours	Full time (36.5 hours per week)
Contract type	Permanent
Reporting to	Event Venues Operations Manager
Vacancy reference	177296
Additional information	<p>This role will involve working from multiple locations in and around the Oxford area</p> <p>Regular evening and weekend working is an essential part of the role to manage events for which time off in lieu is granted during the week.</p> <p>Hybrid working is available, but needs to be flexible depending on business needs.</p>

The role

Oxford University Event Venues (OUEV) are part of Estates Services Strategic Facilities Management. OUEV have a portfolio of unique and diverse venues across the city, which are available to hire for events. At the current time, this includes the Examination Schools, the Sheldonian Theatre, St Luke's Chapel and Osler House with the potential for further venues to join the portfolio in the near future. OUEV typically generate revenue in excess of £1.6m per annum with its existing venues and service which is predicted to rise to £3m owing to planned expansion of the business unit. Alongside revenue generating events, OUEV support a range of University activities such as teaching, assessment and ceremonial events and this is a growing remit for the business unit. In addition, the Sheldonian Theatre operates as a visitor attraction. Further information about OUEV can be found at <http://www.venues.ox.ac.uk/>

The role will have specific venues and services to focus on, but is expected to maintain a good working knowledge of other current, and new, venues and services within the portfolio and to be able to support those as necessary, working flexibly with other counterpart roles to meet business needs. The post holder will be responsible for managing a wide range of event and activity bookings, both revenue, and non-revenue generating, across the OUEV portfolio. This is an end to end process, which starts at the point of enquiry and spans sales, planning, onsite delivery, ending post event with feedback and final administration. Customer and stakeholder relationships are of paramount importance to ensure the highest levels of service are maintained at all times alongside a flexible, and



well organised approach to work. The post holder will have personal finance targets to work towards and will need to take the initiative to secure new and repeat business.

Responsibilities

Sales and marketing:

- Develop and maintain a sound knowledge of all OUEV venues and services
- Respond promptly and accurately to all enquiries as soon as possible, and within two working days of receipt
- Interpret customer requirements and prepare bespoke proposals or information for their consideration
- Conduct site visits for customers and their stakeholders as required throughout the sales and planning process
- Proactively find opportunities to upsell and cross sell
- Obtain quotes from third party suppliers and negotiate as required
- Ensure sales negotiations and discounts comply with financial regulations and current policy with escalation to management as appropriate
- Achieve personal finance targets in support of overall team targets (up to £3m)
- Contribute to OUEV marketing and engagement activities which will include;
 - ensuring website information is up to date
 - curating and posting social media content
 - participating in familiarisation trips and other such events
 - attending virtual and in person networking events

Operations and communications

- Provide duty manager cover for events during normal working hours, evenings and weekends as required in line with current policy to include;
 - Ensure the venue is prepared as per the running order, which will involve manual handling and basic IT / AV knowledge
 - Being the customer's point of contact throughout the event, ensuring their needs are fully met and any concerns resolved
 - Supervising all on site staff belonging to Facilities Management, or agency, who are supporting the event
 - Providing direction to internal and external third party suppliers to ensure the smooth and safe delivery of their services
 - Providing pre-event briefings to staff, suppliers and customers
 - Being the senior on site point of contact responsible for the venue and the smooth and safe running of the event
 - Ensure agreed service levels are maintained throughout event delivery and provide post event feedback to colleagues and stakeholders as required
- Support the Event Venues Operations Manager by contributing to the production of the monthly staff rota, and where applicable, liaising with colleagues to ensure sufficient Facilities Support Assistants / Event Venues Assistants, are available to support the event.
- Ensure IT systems and documentation is up to date at all times
- Develop excellent working relationships with colleagues and stakeholders via telephone and email communication plus attendance at regular virtual and in person operational meetings to plan upcoming events
- Ensure that each event has an accurate, detailed running order and that all items on the running order are delivered
- Ensure agreed service levels from colleagues and suppliers are maintained throughout event delivery and provide as required

- Ensure communication with customers is polite, accurate and timely from the point of enquiry through to post event support

Quality and compliance

- Ensure you meet agreed service delivery targets (KPIs, SLAs) and timeframes for internal processes e.g. completion of booking contracts, approval of risk assessments, raising of invoices etc.
- Proactively gather customer feedback utilising the tools provided
- Contribute to a culture of continuous improvement, identifying areas where operational efficiencies and service improvements can be made
- Ensure the relevant health, safety, and legal paperwork is in place for all events including risk assessments, method statements, booking contracts, and, terms and conditions
- Comply with the dress code for the role when customer facing
- Be responsible for the health, safety and security aspects of event operations including;
 - Ensuring relevant health, safety and security arrangements and processes are adhered to throughout the event
 - Being incident controller, handling emergency situations following relevant policy and guidance
 - Operating the fire panel incase of a fire alarm activation
 - Liaising with internal and external bodies such as Security Services, the Proctor's Office, Thames Valley Police, and other law enforcement and security personnel

Other

- Be responsible for personal time management and prioritisation of workload
- Provide training and support to other team members as required
- Deputise for the Event Venues Operations Manager as required
- Represent OUEV across the University and externally via attendance at relevant events and meetings
- Carry out any other duties commensurate with the grade of role as directed by senior colleagues

Selection criteria

Essential selection criteria

- Educated to GCSE level or equivalent relevant experience
- Proven track record of providing a high-quality customer service
- Experience of working in a fast paced environment
- Effective written and verbal communication skills with people at all levels and the ability to speak publicly at events
- High level of accuracy and attention to detail
- Ability to problem solve and work calmly under pressure
- Ability to deal diplomatically, politely and authoritatively with challenging situations
- Ability to supervise, and provide direction to staff and suppliers
- Ability to adapt to workplace change and development within a culture of continuous improvement
- Strong organisational and time management skills
- Good financial understanding
- A commitment to quality and pride in what you do
- Capable of working well as part of a team and on your own initiative
- Capable of light manual handling and provision of first line IT / AV support
- Excellent IT skills with experience in Microsoft office applications
- Flexible approach with availability to work regular evenings and weekends as required and across various locations

Desirable selection criteria

- Experience in the events industry either at a venue, or as an event organiser

- Experience supervising staff
- Experience in a sales environment, working towards targets
- A qualification in hospitality or event management
- Experience working with unusual / historical / listed buildings or spaces
- Experience using an event management database
- Experience of using Oracle financial system
- First Aid trained

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. If you have previously worked for the University we will also verify key information such as your dates of employment and reason for leaving your previous role with the department/unit where you worked. 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>

Hazard-specific / Safety-critical duties

This job includes hazards or safety-critical activities. If you are offered the post, you will be asked to complete a health questionnaire which will be assessed by our Occupational Health Service, and the offer of employment will be subject to a successful outcome of this assessment.

The hazards or safety-critical duties involved are as follows:

- Night working (11pm-6am)
- Regular manual handling
- Open food handling

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.

Estates Services Facilities Management

The team is comprised of over 150 staff with an annual budget of circa £18m. Facilities Management manage around 25% of the University's estate. Annually, the work of the ESTATES SERVICES FM team continues to experience significant growth, with the current position showing an increase of around 35% in just two years. Continued growth is expected.

To support this our business is structured into clearly defined units, these aim to deliver quality, compliant, financially efficient and sustainable services to the University. They also aim to help drive continuous improvement, supporting and setting strategic direction for our 150 staff, ensuring opportunity for learning, development and growth of our teams and services.



- **FM Operations:** Operational delivery of services to FM managed buildings
- **FM Contracts:** Major university-wide service contracts i.e. catering, waste, cleaning and security
- **Shared FM Services:** University-wide shared services including University Mail Service, Joinery Service, Print Studio, Card Office, FM Helpdesk and Reception Services.
- **Oxford University Event Venues:** event venue services to internal and external commercial events along with a range of University events and activities across a portfolio of five venues.

Estates Services

Estates Services is responsible for the management and strategic direction of Oxford University's functional and commercial estate within Oxfordshire. This comprises some 450 buildings and the infrastructure associated with them. Estates Services has a broad and diverse remit covering:

- Development of the University's Estate Strategy
- Management of the University's functional estate (which includes laboratory and teaching facilities, offices, museums, and libraries) and [housing for graduate students](#) and staff;
- Facilities Management for a growing number of University buildings
- Management of the University Parks and Wytham Woods
- Management of the University's commercial, agricultural and residential land and property assets
- The development of all capital building projects, running at around £60m - £90m per annum
- Repairs and maintenance of buildings and infrastructure (except IT and Telecoms)
- Programmes of refurbishment, replacement and minor works
- Reactive maintenance via the Helpdesk
- Environmental sustainability
- Space management and maintenance of space and property records
- Maintenance of a safe and secure physical environment for staff, students and visitors by [Security Services](#).

For more information please visit: <http://www.admin.ox.ac.uk/estates>

University Administration and Services

University Administration and Services (UAS) is the collective term for the central administrative departments of the University. UAS comprises structures to:

- support the University's core academic purposes of teaching, learning and research;
- Ensure the University can meet the requirements of government, funding bodies and other external agencies; and facilitate the attainment of the objectives set out in the University's Strategic Plan.

The offices of the UAS sections are spread across the city centre, with the main University Offices located in Wellington Square.

For more information please visit: <http://www.admin.ox.ac.uk/>

How to apply

Applications are made through our online recruitment portal. Information about how to apply is available 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 currently work for the University please note that:

- as part of the referencing process, we will contact your current department to confirm basic employment details including reason for leaving
- although employees may hold multiple part-time posts, they may not hold more than the equivalent of a full time post. If you are offered this post, and accepting it would take you over the equivalent of full-time hours, you will be expected to resign from, or reduce hours in, your other posts(s) before starting work in the new post.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Application FAQs, including technical troubleshooting advice is available at: <https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the recruiting department directly *lisa.brionne-gray@admin.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 online recruitment portal 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 very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, 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 other grades 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.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, flexible working options, travel discounts including salary sacrifice schemes for bicycles and electric cars and other discounts. Staff can access a huge range of personal and professional development opportunities. See <https://hr.admin.ox.ac.uk/staff-benefits>

Employee Assistance Programme

As part of our wellbeing offering staff get free access to Health Assured, a confidential employee assistance programme, available 24/7 for 365 days a year. Find out more <https://staff.admin.ox.ac.uk/health-assured-eap>

University Club and sports facilities

Membership of the University Club is free for University staff. It 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 <https://www.sport.ox.ac.uk/>.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

Family-friendly benefits

We are a family-friendly employer with one of the most generous family leave schemes in the Higher Education sector (see <https://hr.web.ox.ac.uk/family-leave>). Our Childcare Services team provides guidance and support on childcare provision, and offers a range of high-quality childcare options at affordable prices for staff. In addition to 5 University nurseries, we partner with a number of local providers to offer in excess of 450 full time nursery places to our staff. Eligible parents are able to pay for childcare through salary sacrifice, further reducing costs. See <https://childcare.admin.ox.ac.uk/>.

Supporting disability and health-related issues (inc menopause)

We are committed to supporting members of staff with disabilities or long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is at <https://edu.admin.ox.ac.uk/disability-support>. For information about how we support those going through menopause see <https://hr.admin.ox.ac.uk/menopause-guidance>

Staff networks

The University has a number of staff networks including for research staff, BME staff, LGBT+ staff, disabled staff network and those going through menopause. Find out more at <https://edu.admin.ox.ac.uk/networks>

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.

Research staff

The Researcher Hub supports all researchers on fixed-term contracts. They aim to help you settle in comfortably, make connections, grow as a person, extend your research expertise and approach your next career step with confidence. Find out more <https://www.ox.ac.uk/research/support-researchers/researcher-hub>

Oxford's Research Staff Society is a collective voice for our researchers. They also organise social and professional networking activities for researchers. Find out more <https://www.ox.ac.uk/research/support-researchers/connecting-other-researchers/oxford-research-staff-society>