

Position Title: Conferencing Coordinator	Salary Range: £16,000 - £20,000 per annum dependent on experience
Department: Conferencing	Job Level: Level 4
Short Description: Marketing, Processing of enquiries, Administration of Conferencing Processes, Assisting Event Management.	Supervises: N/A
Cost Centre: Conferencing	Supervised By: Conferencing Manager

GENERAL DUTIES AND RESPONSIBILITIES

The Conference Coordinator will be responsible for implementation of conferencing marketing strategy, administering essential conferencing processes and ensuring key data accurate and up to date. The Conferencing Coordinator will assist and where necessary deputise for the Conference Manager in the provision of commercially viable conferences and events.

JOB SCOPE

Conferencing Coordinator is responsible for:

- Implementation of Conferencing marketing plan including, but not exclusively, cold/warm calling potential new business, regularly updating conferencing website, updating social media (Facebook, twitter, etc), emailing offers to client base (stored on database), administering one off marketing initiatives;
- Being the primary point of contact within the conferencing office, answering the telephone and responding to emails;
- Processing all conference or venue hire enquiries (generated from telephone, email or face to face communication), preparation of quotes and issuing of quotes to potential clients via email;
- Ensuring that all relevant contact details are obtained from potential clients together with details of any enquiry and that this information is accurately entered into the conferencing database with the required 'flows' activated to ensure enquiries are followed up;
- Preparation of venue agreements for sign off by Conferencing Manager prior to your issuing to client;
- Ensure that booking calendar is accurate reflecting all potential bookings, confirmed bookings and required information entered to enable other building users to view bookings and make informed decisions. Ensuring potential bookings are confirmed within agreed timescales and removed from calendar if not proceeding;
- Liaising with other departments within MKCC and acting as point of contact. Ensuring timely notification of any impact on their events from conferencing's use of the building and ensuring Conference Manager has required information to plan for such occasions;
- Liaising with clients or external suppliers as required;
- Maintenance of conferencing database ensuring that information is kept up to date and contact details updated as required;
- Providing Conferencing Manager and Operations Manager with KPI data by 10am every Monday morning;
- Provision of administrative support for Conferencing Manager and assisting in preparation of annual budgets;
- Assist in running of conferencing events when required and provide cover for Conference Manager during periods of absence;
- Undertaking any other reasonable duties requested by Conferencing Manager in line with the post level and the needs of the business.

HELPFUL CHARACTERISTICS

Results/Target Orientated – Organised – Methodical – Focused – Multi-Tasker – Takes Initiative – Works Well Under Pressure – Team Player – Highly Motivated – Flexible Attitude – Energetic – Passion for Quality – Confident

COMPETENCIES/SPECIFIC EXPERIENCE OR TRAINING PREFERRED:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge, skills and abilities

- Experience in sales environment essential
- Experience in event management environment desirable
- Experience working as part of a team essential
- Strong administrative ability essential
- Excellent customer service and communication skills essential
- Excellent standard of computer literacy, specifically working with databases, Microsoft Word, Excel and Outlook desirable

Name _____

Date _____