



Job Description

Job Title: Casual Conference and Events Assistant

Reports to: Conference & Events Manager

1. Job purpose

Responsible for assisting with set-ups and seating as well as managing queries to deliver an excellent Imago Venues experience while contributing to meeting departmental targets. Integral to their work will be a continual review of ways of working and service provision. Assist other departments wherever necessary and maintain good working relationships

2. Job duties

Finance

- Support the management to ensure all budgeted targets are achieved
- Ensure goods are purchased following company guidelines and represent best value

Customer

- To offer the best level of customer service at all times
- To ensure any guest issues are addressed immediately and resolved in a manner which exceeds the customers' expectations
- Work with the operation teams and take a proactive approach to departments requirements
- To introduce improvement initiatives and encourage a continuous improvement philosophy across the venues, driving customer satisfaction.
- To liaise closely with the Reception team for general assistance to incoming and departing guests including Porter services.
- To monitor standards and presentation of all conference rooms and other areas such as hallways, corridors, staircases and Food and beverage areas

- To liaise closely with conference coordinators concerning new and late bookings along with courses that require more attention
- To liaise closely with course organisers and group leaders in providing professional and efficient customer experience

Staff

- To maintain good conduct, discipline and motivation within the department
- Ensure all relevant HR procedures are followed.
- To continually update own professional development to extend all management and technical skills, this includes membership of relevant professional bodies. Continually improve on attributes and competences related to the above.

Business Process

- To understand and ensure Health and Safety policies are implemented within the venues and that these are consistent with the University's policies, procedures and standards.
- Carry out regular quality and safety audits on operations and work in areas of responsibility.
- To ensure you are aware of all relevant emergency and evacuation procedures
- Ensure cleanliness of work areas and report defects to management

Sales and Marketing

- Become a brand ambassador and actively promote Imago venues as the opportunity arises.
- Ensuring that all conferences meet risk, brand and regulatory requirements.

Corporate and Social Responsibility

- To adhere to Imago environmental policy
- To actively participate and promote charities that Imago sponsor.

Other Related Activities and Functions

- To undertake such other duties as may be reasonably requested and that are commensurate with the nature and level of the post
- To undertake other front of house duties, such as cover and help the Reception team when needed
- To cover Night Porter shifts when needed
- To carry out deliveries or driving duties using the company vehicle
- All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions.
- All staff are therefore required to adhere to Imago's Health, Safety and Environmental Policies and Procedures.
- All staff should hold a duty and commitment to observing Imago's Equality and Diversity policy and procedures at all times. Duties must also be carried out in accordance with relevant Equality and Diversity legislation.
- To ensure that the quality of service / performance is maintained to the highest standard

3. Points to note

- a. All duties must be carried out in a manner that supports Imago's commitment to equality and diversity.
- b. The post holder may be required to work outside of normal contracted hours if necessitated by the exigencies of the business.
- c. The purpose of the job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.
- d. All duties must be carried out in accordance with relevant Health and Safety legislation and Imago's policies and procedures.

The above is designed to help you in the understanding of your role and is not intended to be a definitive list of your duties as flexibility in meeting company and guests' needs is required by all employees.

I confirm that I have read and agreed this job description which explains the main duties of my job.

Signed: _____ (job holder)

Print name: _____

Date: _____

Job Specification

Job Title: Conference and Events Assistant

	Essential	Desirable
Experience	<p>Experience of working in a customer facing role and providing a service that exceeds expectations</p> <p>Experience of supporting users of AV technology and resolving problems</p>	<p>Experience of working in a hotel or hospitality business as a Technician or Porter</p> <p>Experience of liaising and interacting with Reception, Sales and Customer Service departments</p> <p>Experience of working in a busy volume driven 100+ room 3/4 star hotel's front of house operation</p>
Skills and Abilities	<p>Good knowledge of AV technology</p> <p>Extremely computer literate and familiar with Microsoft Office software including email</p> <p>Well presented with pleasant and courteous manner</p> <p>Effective team player</p> <p>Able to work accurately to tight deadlines</p> <p>Excellent organisational and time management skills</p> <p>Discretion and confidentiality</p> <p>Articulate with good communication and interpersonal skills</p> <p>Self-motivated and able to work using own initiative</p>	<p>Use initiative to ask questions and query systems in place</p> <p>Knowledge of KX system</p>
Education / Qualifications	<p>Educated to at least GCSE Grade C (or equivalent) in English and Maths.</p>	<p>Hospitality certificate, diploma or degree</p>

Training	<p>A willingness to undertake further training if and when required</p> <p>A willingness to adopt new procedures as and when required</p>	
Other	<p>Flexible, able to work shifts, weekends and occasionally cover night shifts (own transport)</p> <p>As the post is physically demanding, applicants should be fit and able to perform this role</p> <p>Expected to wear Imago's corporate wear whilst on duty</p>	Full, clean driving licence
Equality and Diversity	Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace	