

JOB DESCRIPTION

POST TITLE:	Variable Hours Events and Sales Assistant
GRADE:	£9.50 per hour plus £1.62 per hour holiday pay, paid at the end of the academic year
WORK ARRANGEMENTS:	As and when required
DEPARTMENT:	Brand and Communications
RESPONSIBLE TO:	Sales and Events Team Leader

PURPOSE OF THE POST

- To fulfil commercial estate rental bookings for the Chesterfield College Group, this includes West Studios meeting rooms, exhibition spaces, theatre and sports hall
- Ensure the customer service provided to customers is exceptional
- If required help the wider events and sales team staff large events
- Fulfil admin and estate booking duties of the wider Events and Sales team

DUTIES AND RESPONSIBILITIES

1. Provide front of house services for commercial estate rental customers including opening up the relevant doors, barriers, and rooms.
2. Induct customers in fire safety procedures and any other relevant health and safety procedures required for the booking.
3. Dependent on the booking, be on site to quickly troubleshoot and advise customers should they need help.
4. Contribute to the West Studios social media accounts and website where required.
5. Work flexibly to meet the needs of events and estate bookings across the college – will include some evenings and weekends as required.
6. Support the Events and Sales Co-ordinator in providing rapid and responsive feedback to commercial estate rental customers and ensure teams responsible for the maintenance of facilities are informed of any issues.
7. Contribute to the maintenance of the estates booking system – providing quotes for enquiries and managing bookings.
8. Utilising the estates booking system, ensure accurate booking of events and rooms, exceptional communication with stakeholders, achieving the highest possible levels of customer experience.

9. Take on and carry out additional responsibilities and duties commensurate with the grading and level of responsibilities of the post, as directed by line manager.

GENERAL

1. Promote a positive image of the College and the work that is carried out across its various services.
2. Comply with all legislative and regulatory requirements.
3. Apply the College's own Safeguarding Policy and practices and attend training as requested.
4. Show a commitment to diversity, equal opportunities and anti-discriminatory practices. The post holder is expected to comply with and promote the College's Equal Opportunities Policy in all aspects of their duties and responsibilities.
5. Carry out any other reasonable duties within the overall function, commensurate with the grading and level of responsibility of the job.
6. Take an active role in the health, safety and welfare of students and staff, attending training and carrying out health and safety related activities as appropriate to the role.

Person Specification

Post:	Variable Hours Events and Sales Officer	Department:	Brand and Communications
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Key Requirements:	Essential/ Desirable	Assessed
Qualifications:		
Level 3 qualification/s in a related field (the arts, business, marketing) or relevant industry experience	E	A
English and Mathematics at Level 2.	E	A
Experience:		
Experience and a passion for work within the creative sector	E	A/I
Experience in supporting the management of events	E	A/I
Experience of taking bookings and dealing with customer needs and feedback	E	A/I
Experience managing social media accounts for business	E	A/I
Experience implementing best practice digital marketing (PPC, SEO)	D	A/I
Dealing with customer feedback and sourcing effective solutions	E	A/I
Understanding of the health and safety/licensing laws and regulations relating to events	D	A/I
Experience of using a variety of IT applications including databases	E	A/I
Experience of working effectively with diverse teams with differing requirements and needs.	D	A/I
Work within the FE or HE sectors	D	A/I
Awareness of operation tight budgetary constraints	D	A/I
Working with external suppliers for events (catering, AV, staging etc.)	D	A/I
Skills/Knowledge:		
Knowledge of the creative sector, working with creative practitioners and small businesses from various disciplines	D	A/I
Strong organisational and planning skills	D	A/I
Excellent presentation skills	D	A/I
Knowledge of effective social media and digital marketing techniques	D	A/I
Excellent customer service skills	E	A/I
Knowledge of managing a budget	D	A/I
Ability to seek advice and access cross organisational support to meet the needs of varied stakeholders	D	A/I
Flexibility and a willingness to work in a multi-functional environment	E	A/I
Knowledge of FE, funding and the challenges facing the sector	D	A/I
Other Requirements:		
An understanding of Safeguarding of Children & Vulnerable Adults within the workplace.	E	I
Full commitment to Equal Opportunities and anti-discriminatory working practices.	E	I

E = Essential D = Desirable A = Application I = Interview T = Test

Produced by:	Daniel Laverick	Date Produced:	June 2019
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