Events Administrator

Closing date: 23 November 2021
Interview date: 9 December 2021
Introduction

As a member of the Commercial Services team, you will be a key contributor in supporting our section to provide essential income and to support the University’s key objectives. The services we provide underpin values that will enhance the ‘student experience’, whilst being profitable and sustainable.

We work in an all-inclusive environment where the word ‘team’ is part of our culture. We provide an excellent benefits package supporting market led terms and conditions of employment. We are committed to ‘Investors in People’ and this is demonstrated by providing an open door policy giving access to the Management Team from all levels of the organisation.

We wish you well with your application.

Mission and Values

At YCL our mission is to provide the highest standard of customer satisfaction, value for money and quality of product within a friendly and helpful environment.

Our values are:

**Trust** - We will place trust in you to do your job and do it well

**Respect** - We will respect you and expect you to respect your colleagues and customers

**Unique** - We are all unique and diverse and we embrace this

**Enjoy** - We strive to make work an enjoyable place, you should too!

York Conferences

Within the Directorate of Commercial Services, York Conferences are responsible for generating profit through delivering conferences and events. Over the past four decades our team has grown and developed to meet the needs of the constantly changing conference and events market. Hosting hundreds of day meetings, exhibitions and residential conferences each year; we also offer year round bed and breakfast and summer self-catering lets. Our venues range from the 16th century King’s Manor in the heart of the city through to our new developments on Heslington East campus including the Ron Cooke Hub, designed specifically for engagement between the University and business.
YCL

YCL is a wholly owned subsidiary company of the University of York. YCL was formed in 2012 with the overall aim to deliver a profitable service and provide essential income to the University.

There are a number of commercially focussed sections which make up YCL including, Catering, Campus Nursery, York Sport, Design and Print Solutions, York Conferences, Retail Services, York Science Park and support teams including, Human Resources, Central Administration and Marketing.

YCL is continuously looking for new ways to support the University. In 2017/18 we opened a new retail store and catering outlet for the use of students, staff, visitors and the general public.

YCL was awarded Investors in People Silver in 2014.

Benefits Package

- 38 days annual leave including 8 bank holidays (pro rata)
- Pension scheme
- Concessions rates at York Sport Village and Centre
- 10% off campus NISA supermarkets
- Discount scheme with local restaurants, retail and traders
- Salary sacrifice schemes including cycle to work, and campus nursery
- Discount scheme with national retailers and services
- Discounted personal postage rates

The University

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2019 it is the home of more than 18,000 students. The University is one of the world's leading universities and a member of the prestigious Russell Group.

An Attractive Place to Work

Centred around the picturesque village of Heslington on the edge of the city of York, the campus offers a wealth of facilities, including bars, gyms and shops.

The University has undergone an unprecedented period of expansion and renewal. Since 2000 they have invested in 20 new buildings on the original campus and have completed the first and second phases of a £750m campus expansion.

During this period of change YCL has also grown to support the growth on campus. We have worked hard to retain our friendly, informal atmosphere and believe strongly that work should be an enjoyable place to be.
Main purpose of this role

To provide full Conference and Event Administration support, including administrating finances, events and bed and breakfast, ordering items for conference use and generally supporting the wider team.

Key responsibilities and duties

Conferences

Create and maintain records on York Conferences database to ensure pricing, client data and meeting room information stays correct.

Liaise with other team members to provide administrative support, for example accommodation lists.

Support in responding to client queries in e-mails or by phone and collecting the relevant information for the sales team.

Conduct checks and assist management in cross referencing bookings, both B&B and conferences.

Build up knowledge of the conference and events team processes to be able to support in busy periods.

Undertake a wide range of conference and events administrative tasks.

Bed and breakfast

Organise bed and breakfast bookings ensuring availability and booking information is accurate.

Process and cross check the bookings.

Upload online availability for bed and breakfast.
Providing support to the team creating codes for extended stays.

Administration and Finance

Handle a wide variety of telephone and email enquiries.

Use the computerised booking systems for both B&B, conferences and university administration systems to effectively support the team.

Support management by running reports for month end, forecasts and sales meetings.

Raise internal journals to charge internal departments for their bookings.

Processing general admin matters, including finances, office orders and system maintenance.

Maintain filing systems both online and physical.

Undertake project work as required.

Provide monthly reports to finance accounts and sales reports to management.

Carry out administration processes for any other requests.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties within the scope and grading of the post.
## CANDIDATE SPECIFICATION

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<th>QUALIFICATIONS</th>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
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<td></td>
<td>5 GCSEs at Grade C or above Including English and Maths (or equivalent)</td>
<td>An administrative, business or events qualification.</td>
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<th>KNOWLEDGE</th>
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<td></td>
<td>Experience of working in a busy office environment</td>
<td>Experience of working within an administrative role</td>
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<th>SKILLS / ABILITIES/ COMPETENCIES</th>
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<td>Working knowledge of Administrative procedures</td>
<td>Experience of using one/some of the following systems;</td>
<td>Kinetics Conferencing, Agresso, E-Purchasing systems, B&amp;B availability systems.</td>
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<td>Advanced knowledge of MS Windows based packages including Word and Excel</td>
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<td>Working Knowledge of HR procedures</td>
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<td>Awareness of invoicing processes and how financial accounts may look.</td>
<td>An understanding of the events industry</td>
<td>Understanding of issues in Higher Education</td>
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### CANDIDATE SPECIFICATION

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<th>EXPERIENCE</th>
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<td>• Demonstrable IT skills, including word-processing, developing, up-dating/maintain spreadsheets and databases accurately</td>
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<td>• Ability to set up spreadsheets and databases.</td>
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<td>• Ability to set up and maintain manual and electronic filing systems</td>
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<td>• Ability to create/maintain webpages</td>
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<td>• Ability to work to a high standard of accuracy and attention to detail whilst under pressure to meet tight deadlines</td>
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<td>• Effective organisational and prioritisation skills</td>
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<td>• Effective verbal communication and interpersonal skills to all levels</td>
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<td>• Ability to work independently using own initiative taking ownership and responsibility</td>
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<td>• Ability to work as an effective team member</td>
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<th>PERSONAL ATTRIBUTES</th>
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<td>• A positive and co-operative approach to providing a service</td>
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<td>• Sensitivity and resilience when accessing financial information</td>
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<td>• A willing and flexible approach to new tasks and areas of work</td>
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How to Apply

Online

• Go to https://jobs.york.ac.uk/ycl
• Find the vacancy using the reference
• Complete the online application form

You will need to submit your application by midnight (GMT) of the closing date.

What will I need?

We will ask you for:

• Personal details
• Your employment history
• Relevant qualifications
• Contact details for two referees

You will need to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

YCL will only recruit individuals who have passed the school leavers age. For further information and confirmation of the school leavers age please visit the City of York Council website.

Applicants aged 18 and under will only be offered a maximum of 20 hours of work a week, and must provide evidence that they are in full or part time education/training, or undertaking work based learning such as an apprenticeship.

Help and assistance

Direct queries to ycl-hradmin@york.ac.uk
01904 328413 / 01904 328424