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 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 ensure all financial aspects of York Conferences' business runs smoothly and to optimise the cost-effectiveness of our activities.

- Set up and maintain procedures for all financial aspects of York Conferences' operations and share updates and information with colleagues, as appropriate.

- To ensure, as the first point of call for enquiries, that clients are dealt with in a friendly and professional manner.

- To distribute incoming enquiries with the support of the Sales and Events Supervisor.

Key responsibilities and duties:

**Monthly Accounts**

- To be responsible for checking monthly draft and final management accounts in conjunction with Agresso finance system, in an accurate manner and to specified deadlines.

- To monitor office spend. To include uniform allowance and petty cash.

- To process payments for personal telephone calls and maintain appropriate files for audit purposes.

- To produce weekly forecast and other reports on request from Conference Management Team (Sales and Events Manager, Events Operations Manager and Sales and Events Supervisor).

**IT Systems**

- Manage and maintain effectiveness of Kinetics to ensure data accurate and complete. To include bedroom availability, charge templates, prices, audio visual equipment, mobility accessible bedrooms.

- To produce price lists on shared drive, desktop folders and website that mirrors those in Kinetics.

- Assist Events Co-ordinators in setting up financial side of WPM event management system so accounts correctly paid into.

- Maintain personal ability in, and appropriate use of, all relevant IT and financial systems (Kinetics, Excel, Agresso and WPM Event Management) to maximise use of reports and systems.

**Invoices and Payments**

- Setting up Agresso codes for each KX booking

- Once Events Co-ordinators have received a signed contract they will instruct the Finance Administrator to raise a deposit invoice for external bookings.

- To process PO's and any other charges.

- To understand procurement procedures and adding new suppliers.

- To update the invoice log and make sure payments are up to date.

- To process all internal recharges. To include bed and breakfast, catering, bedroom sundries, porters, cleaning, audio visual, sports bookings, internal conference bookings.
• To prepare all external invoices. To include conference and events invoicing, once Events Co-ordinator signed off the event. To liaise with service providers over journals detailing services/items provided including any additions provided on the day. Once all information collated prepare preview invoice for Co-ordinator to send to client which once agreed request final invoice from Finance department.

• Liaise with agents over commission due and process payments accordingly.

• Dealing with all invoice and payment queries to reach appropriate conclusion in liaison with Co-ordinators.

• Processing all invoice payments. To include Sunlight linen, TV licences, membership subscriptions and any other bills.

**Administration**

• Answer incoming enquiries via email, telephone and other platforms in a timely and professional manner.

• Be knowledgeable about York Conference's service and pricing and explain next steps when handed over to a co-ordinator.

• Have an understanding of the team's workload with the support of the Events and Sales Supervisor so new enquiries can be distributed correctly.

• Offer support to the team with administrative duties when needed.

• To organise reception cover for events which will involve being knowledgeable about the buildings and could involve working some evening and weekend events to cover as receptionist.

**General**

• Pursue personal development of skills and knowledge necessary for the effective performance of the role.

• Adhere to Directorate's health and safety policy, and other requirements relating to safe working for yourself, colleagues and visitors.

• Any other duties directed by the Sales and Events Manager deemed appropriate to this role and in support of the business objectives of York Conferences.

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 in response to business needs.
# CANDIDATE SPECIFICATION

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<th>ESSENTIAL</th>
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<td><strong>QUALIFICATIONS</strong></td>
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<tr>
<td>• 5 GCSE passes at grade C or above to include English Language and Mathematics or an equivalent qualification or relevant experience</td>
<td>• 2+ years in finance administration</td>
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<td><strong>KNOWLEDGE</strong></td>
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<td>• Knowledge and understanding of the accounting practices and procedures used in a complex organisation</td>
<td>• Understanding of the Conference and Events industry.</td>
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<td>• Knowledge of financial regulations and procedures</td>
<td>• Understanding of financial software.</td>
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<td>• Knowledge of purchase, sales and nominal ledgers</td>
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<td><strong>SKILLS / ABILITIES/ COMPETENCIES</strong></td>
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<td>• The ability to make efficient and effective use of standard office computer systems including word-processing, databases, spreadsheets and on-line tools</td>
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<td>• The ability to accurately process and record routine financial transactions</td>
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<td>• The ability to administer a petty cash system &amp; monitor income &amp; expenditure against a simple budget</td>
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<td>• Numeracy skills</td>
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<tr>
<td><strong>EXPERIENCE</strong></td>
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<tr>
<td>- Experience of working in a financial office environment</td>
<td>- Experience in customer facing role.</td>
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<td>- Experience of working with financial systems and software</td>
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<td>- Experience of paying invoices, and raising cheque/BACS payments</td>
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<td><strong>PERSONAL ATTRIBUTES</strong></td>
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<td>- Able to work as a member of a team</td>
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<td>- Positive and proactive attitude.</td>
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<td>- Able to work flexibly, under pressure and to tight deadlines</td>
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<td>- Able to adapt well to change and service improvements</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