Job Description – Events and Room Booking Assistant

About the Role

To be the first point of contact related for booking enquiries in respect of University meeting rooms and Events. Advise bookers on the condition of use and their responsibilities. Point of contact and ensure effective communication with Liaison Line, Porters, AV, Catering, Cleaning, Health and Safety to ensure effective service delivered. Support in the ongoing development of the Events booking system.

Key Responsibilities

▪ Responsible for specific Events, deal with enquiries concerning the event and issue documentation as appropriate. Advising on hosts responsibilities including Health and Safety/Risk assessment requirements.

▪ Be fully aware of Resource Scheduler booking system, highlighting issues and supporting in development as necessary.

▪ Support with Exam co-ordination and Tutorial bookings as Priority University Business.

▪ Create room plans on Visio to ensure clear instructions for Events bookings.

▪ Assist in preparation of information for the weekly events meeting, and when required co-ordinate/run the meeting. Ensuring all parties are aware of their areas of responsibility to deliver events on site.

▪ Support in the development of policies and procedures for Events. Partake in regular reviews and update to reflect best practice.

▪ Responsible for monthly checking of meeting rooms with regard to general wear and tear of furniture, décor and equipment.

▪ Updating of University Artwork database, to include audits of site, updating of the database and management of Art store.

▪ Undertake project work and research as required by Line Manager.

▪ Develops a broad knowledge of admin/clerical functions, in order to provide clerical support to other areas of Estates during periods of staff sickness, holidays and peak workloads.

▪ Any other duties as directed by the Director of Estates.
Skills and Experience

Education, qualifications and training:

- Educated to GCSE standard of equivalent, including GCSE in English and Maths.

Knowledge, work and other relevant experience:

- Proven general office experience.
- Written communication skills in a range of contexts.
- Competent IT skills and use of Microsoft Office.
- Able to cope with a variety of tasks and priorities work according to strict and competing deadlines.
- Ability to work as part of a team.
- Understanding of and commitment to Equal Opportunities.

Skills, capabilities and qualities

- Excellent interpersonal skills.
- Having a positive approach to customer care, with the ability to communicate effectively with staff at all levels in order to build strong relationships to improve customer service standards.
- Working flexibly and adapting to changes in priority of meet the needs of our customers and providing an effective service to Estates and the Open University.

Special working conditions

- Able to attend out of hours University functions as required (e.g. Council Weekend, Open Day).