

JOB DESCRIPTION

SECTION 1

BASIC DATA

Job Holder's Name:		Job Title:	Venue Co-ordinator
Reports to:	Venue & Facilities Manager	Location:	London - Peninsular House and Lovat Lane
Department:	London Premises	Job Family:	Support

SECTION 2

DEPARTMENT STRUCTURE

Please see Appendix A attached.

SECTION 3

OVERALL JOB PURPOSE

(What is the purpose of the job?)

To manage and provide support for all events and meetings held at The London Institute of Banking & Finance's venues and campuses. This will include liaising with students, staff, external clients, suppliers as well as day to day operational and administrative duties such as maintain the online booking database and managing reception operations. Working with the receptionist to deliver a first class services reception and venue.

SIZE/DIMENSIONS

(In what context does this role operate in terms of area of impact, financial budgets and supervision and or management of staff.)

- The role requires some supervision of temporary staff when deputising for the Management Centre Manager
- The role requires excellent Customer Service skills to maintain and build relationships with internal and external stakeholders, as well as day to day overseeing of the Level 8 venue and reception.

SECTION 4

PRINCIPAL ACTIVITIES/OUTPUT OF JOB

(This area outlines in more detail the duties of the post holder).

Venue and Booking Management

- Book and oversee meetings and arrangements via an online booking system including managing space for breakout areas. Confirm meeting room bookings on a weekly basis, where necessary
- Responsible for diary maintenance and accuracy of information held within booking system

- Work with colleagues on medium to large internal events or those with specialised requirements (smaller, day to day bookings will be handled primarily by the Receptionist) to ensure all requirements are met and expectation exceeded
- Manage daily set up of venue, to include furniture layouts, catering, and facilitation of IT and AV with the IT team, stationery for events, checking kiosks and checking that meeting room AV is operational
- Provide customer support for queries on Level 8.
- Assess the need for and book temporary staff dependant on business requirements

Sales and Marketing

- Meet with prospective venue clients to ascertain their requirements and demonstrate our capabilities and facilities in response
- Conduct site visits with potential clients and open evenings as required
- Respond to all enquiries and issue contracts within a timely and appropriate manner in order to maximise conversion rates
- Assist the Venue Manager to develop and implement a proactive marketing plan to increase venue sales, taking care not to negatively impact upon The London Institute of Banking & Finance's own requirements for meeting, event and teaching space – this may include items such as writing copy, updating online venue profiles, social media accounts and many other areas as they become appropriate
- Assist in increasing revenue for the venue, identifying new clients and business opportunities
- Update and monitor sales figures (BOB sheet)
- Create customer invoice requisitions for final sign off by Venue Manager
- Track utilisation by appropriate demographics to gain an understanding of our client base
- Maintain client database and mailing list

Operational and Administrative

- Develop Venue Co-Ordinator guide – ongoing working document/how to guide
- Daily/Weekly proactive quality checks to identify any issues or potential areas of concern
- Liaise with Venue and Office Facilities Manager and Facilities Co-ordinator to make necessary and timely improvements to the venue and office spaces
- Develop, oversee and aim to exceed agreed SLA's
- Collect and analyse customer feedback on a weekly basis
- Co-ordinate team briefing and 'what have we learnt' sessions in conjunction with the Facilities Co-ordinator
- Awareness of and responsibility for health and safety, to ensure a safe working environment is provided
- Brief each client/tutor on health and safety information, evacuation plans and AV equipment as required
- Role will be based on reception; to cover reception when Receptionist unavailable but some tasks may be completed in the Management Centre office
- Assist with any other tasks deemed appropriate in line with business requirements

CONTACTS AND INFLUENCE EXERCISED

(Type, number and seniority of contacts, impact of influence)

To liaise with internal and external stakeholders, in a professional manner, following departmental guidelines and The London Institute of Banking & Finance values.

DECISIONS

(How much freedom is there to provide solutions, and make decisions regarding the resolution of problems within the constraints of established guidelines or procedures, and supervision?)

Indicate the level which best describes the job holder’s involvement in the decision making process:

Follows written and verbal instructions and established guidelines	X
Interprets policies & procedures	
Participates in the establishment of guidelines & procedures	
Acts as final authority to implement policy, guidelines and procedures that affect strategic goals	

Indicate the statement which best describes the impact of the job holder’s decisions:

Restricted to employee’s own work	
Has impact on department/directorate* objectives	X
Has impact on The London Institute of Banking & Finance / Proshare objectives	

Examples of the decisions that are generally made by the job holder
(To be added by line manager/employee)

- Preferential rates for large or multiple bookings within pre-determined boundaries
- Assessing the suitability of potential clients bookings before acceptance

DEFINITION /CLARITY

(The extent to which to job is defined; the clarity of the job’s boundaries, levels of uncertainty)

The role is well defined but a flexible attitude to work is required to ensure that all stakeholders needs are met, so that we fully utilise our resources and achieve targets as a team.

ANY ADDITIONAL FEATURES OF NOTE

The Management Centre will normally open 0830 – 1730hrs, Monday to Friday, with possible evening and weekend work depending on client needs. Although the normal working week will be 37.5 hours, this role will require working additional hours as necessary to carry out the tasks effectively. Start and finish times may vary to ensure venues are suitably staffed.

PERSON SPECIFICATION

Job Title: Venue Co-ordinator
Reports to: Venue and Facilities Manager
Department: London Premises

Qualifications, knowledge and professional memberships	Essential / desirable?	
GCSE (grade A – C) or equivalent in Maths and English	E	
Educated to A-level or equivalent level or higher standard (any subject)	D	
Technical competencies (skills and experience)	Essential / desirable?	
Two years operational experience at a meeting or events venue	D	
One years sales and marketing experience within the Events or Hospitality industry	D	
Evidence of providing excellent customer service	E	
Intermediate IT skills	E	
Core Competencies (this section should contain the level of competency required to carry out this role. Please refer to the competency framework for clarification where needed. Placing a N/A where the competency is not required as part of the job)	Essential / desirable?	Step
Values		
Listening and Learning	E	2-1
Innovation	E	1
Support	E	1
Transparency	E	1
Collaboration	E	1
Skills and Experience		
Business thinking	E	1
Getting things done to achieve results	E/D	2/3
Customer Experience	E	2
Managing quality standards	E	2
Applying judgement and taking decisions	E/D	1/2
Managing individuals and teams (line managers only)	N/A	N/A

Signed

JOB HOLDER

Date

Signed

LINE MANAGER

Date

