



Conference, Events and Bursary Officer

Job Title:	Conference, Events and Bursary Officer
Hours:	Part time: 30 hours per week
Salary:	£25,138 – 28,759 per year, pro-rata (University Grade 4)
Contract type:	Permanent
Responsible to:	Conference, Events and Lodge Manager

Key Responsibilities & Duties

Bursary Office

- Ensure a high-quality front-desk service is provided to all members of the college community and guests.
- Ensure there is an efficient check-in, check-out service for individuals staying in college accommodation.
- Oversee the college's access management policy and ensure the bursary team has secured the necessary approval before access to the site is granted.
- Ensure that all relevant administrative tasks are completed, prepared, and submitted in a timely fashion.
- Manage the CCTV system with guidelines of the CCTV Policy and the GDPR
- Oversee management of the college car park
- Ensure incidents, accidents and near misses are accurately logged.
- Support the fire and emergency evacuation process by ensuring bursary staff are suitably trained and aware of their role on the incident procedure.
- Manage the logistics within the College ensuring parcels and post are stored and distributed correctly and ensuring minimal disruption.
- Coordinate all on-site parking for contractors, guests and fellows as well as managing the registration of bicycles.

- Ensure the Lodge area is clean, tidy, and organized and promotes a professional and welcoming first impression of the college, sorting post, delivering parcels and assisting with luggage.
- Be vigilant at all times and able to confidently, but tactfully and politely challenge anyone who appears to need assistance.
- Be fully conversant with the College Security systems and procedures. Able to deal with any emergencies in a swift and prompt manner following the College Fire and other emergency plans.
- Ensure the Lodge issue keys/fobs accurately, complying with all procedure.
- Assist the Dean, Domestic Bursar and Junior Deans in the enforcement of College Rules, ensuring that noise disruption is kept to a minimum and that procedures for managing noise or behavioral issues are complied with to minimize the impact on residents of the college.
- If required, support the maintenance team in making initial assessments out-of-hours in resolving maintenance problems, referring as necessary.
- Comply with College data protection and information security policies and ensure processes and communications conform to College GDPR (General Data Protection Regulation) requirements.
- A smart and tidy appearance is essential, with a friendly and proactive nature to ensure all college members, guests and visitors are made to feel welcome.

Support for the Conferences & Events Team

- Help to ensure rooms/spaces are set-up in advance of events, and that all the necessary equipment is in place. Ensure that routine checks of these spaces are completed including regular AV/IT testing and updates.
- Assist with the provision of support for internal and external events, including those organized by HMC fellows and other college and associate members of the college.
- Where required, ensure the details of the booking are accurately recorded.
- Assist with publishing regular internal event calendar information.

Other

- Always maintain strict confidentiality where required.
- Always act in the best interests of the College.
- Any other duties as may reasonably be required, consistent with the grade of the post.

Selection Criteria

Essential

1. Demonstrable experience of working in a similar role or working environment.
2. Interest in customer service work and a willingness to learn.
3. A flexible attitude and the ability to work both as part of a team, with a willingness to help others in the College and to work independently, without supervision.
4. Excellent communication skills and the ability to communicate with people at all levels.
5. Ability to provide excellent customer service.
6. Ability to prioritise workloads and manage time effectively.
7. Ability to follow and carry out management instructions.
8. Good attention to detail
9. Friendly, reliable and trustworthy.
10. To have a flexible attitude towards scheduling and duties
11. To be presentable and maintain dress and department standards. You *may* be expected to wear a uniform.
12. Ability to maintain strict confidentiality at all times

Desirable

1. Knowledge of Harris Manchester College, Oxford colleges and various departments
2. Security, reception or front desk experience
3. Knowledge of basic H&S and Fire Regulations
4. Previous experience of large institution working, e.g. schools, colleges, hotels etc.
5. Previous experience of manual handling and COSHH