

### Job Description – Events and Bookings Manager

<b>GRADE and SALARY:</b>	HSV7 – HSV8 (£30,047 – £34,644) per annum plus Performance Related Pay
<b>DEPARTMENT:</b>	Bookings and Administration
<b>RESPONSIBLE TO:</b>	Head of People and Processes
<b>RESPONSIBLE FOR:</b>	Bookings and Administration Staff

### JOB PURPOSE

Responsible for all aspects of advanced, block conference and event bookings at Hertfordshire Sports Village facilities, including customer liaison, business development, operational liaison, invoicing and credit control.

To build and maintain client relationships ensuring service agreements are met as well as overseeing and motivating the bookings team ensuring utmost efficiency and consistency, with the ability to recognise opportunities to improve service, through management tools, on-going refresher training, and further development of both the team and self.

To demonstrate a Service Excellence mindset by providing a consistent, efficient, high quality and customer-oriented service to all customers of the Sports Village through implementation of agreed operating procedures and standards, ensuring that the customer is at the heart of every decision.

### MAIN DUTIES AND RESPONSIBILITIES

Responsibilities and Accountabilities:		
Key Result Areas	Key Tasks	Key Performance Indicators & Measures
Staff	<p>To plan and co-ordinate the workload, lead and manage the service provision and appraise the performance of the bookings and events teams.</p> <p>To integrate a Service Excellence mindset across the Bookings team, ensuring they adopt and consistently uphold our values, standards and behaviours.</p>	<p>Completion of monthly 1 to 1 meetings, Annual appraisal and review meetings. Demonstration of knowledge and skills of managed staff.</p> <p>Student, staff and colleague feedback, NPS, Smart Survey and mystery shopping.</p>
Management	Manage block and event bookings for sports activity, regular and one off meetings and conference services from initial information through enquiry, customer liaison (including tours	Ensure the team are managing areas within their remit, areas are maximised and increase

	<p>and presentations as necessary) to ensure all customer needs are clearly identified and understood so that customers receive a positive experience throughout the booking process.</p> <p>Ensure that delivery of the Sports Village input into the event or booking is effectively planned, the operational responsibilities clear and clients' expectations are met. This requires building rapport and liaising with internal staff and external contractors/agencies, including HSV Operations and Marketing, UH Venues, Aramark catering and Pinnacle Facilities Management to ensure effective delivery.</p> <p>Liaise with the Operations team to deliver special events and one-off bookings. These include International, National and Regional level sports and conference events.</p> <p>Assist in the management of the CRM system and ensure that the correct processes are in place for the Bookings Team.</p>	<p>income where necessary. Secure repeat business.</p> <p>Diary management, customer liaison skills.</p> <p>Demonstrate excellent communication with internal departments.</p> <p>Implement meetings with external departments and manage supplier relationships.</p> <p>Student, staff and colleague feedback, NPS, Smart Survey and mystery shopping.</p>
Service Excellence	<p>To embrace a Service Excellence mind set, demonstrating our values, standards and behaviours towards both colleagues and customers.</p> <p>To prioritise delivering an exceptional experience to every customer, every time.</p> <p>To adopt a positive mind set and commit to continuous improvement through giving, welcoming and responding to colleague and customer feedback.</p>	<p>Net Promoter Score (NPS), mystery shopping results, Smart Survey results and customer and colleague feedback.</p>
Business Development	<p>Pro-actively identify potential clients for the services offered by UH Sports and Hertfordshire Sports Village and liaise with the marketing team to review marketing activity.</p> <p>Generate repeat business from existing events and bookers by ensuring that customers receive a first class, memorable service throughout their bookings.</p> <p>Working with partners to ensure HSV is fulfilling services agreed.</p>	<p>Monthly income reporting.</p> <p>Net Promoter Score (NPS), mystery shopping results, Smart Survey results and customer and colleague feedback.</p>
Finance	<p>Through the budget setting process agree the income and expenditure targets, monitor progress and produce reports on all bookings and</p>	<p>Monthly income reporting.</p>

	<p>conference activity to inform and implement programme and operational reviews as necessary.</p> <p>Management of the invoicing, and credit control for all regular and event bookings including initial quotes and booking confirmations, payments and initiation of debt recovery where appropriate.</p> <p>Management of the booking confirmations, invoicing, back office banking and credit control for all block, event, and advanced booking activity.</p> <p>To manage the department's procurement process, ensuring consistency and effective record keeping.</p>	<p>Issue invoices, debt reporting and credit control procedures in place for staff to manage.</p>
Administration	<p>To ensure that booking and event administration systems are documented and compliant with the financial and policy regulations (of both the University and Polyfield Property Limited) and that all reporting staff are made aware of their individual responsibilities for areas such as cash receipting, placing orders, receiving goods, staff recruitment, contracted and casual staff payroll administration.</p>	<p>Follow UH UPR and guidelines on recruitment, procurement and all areas and ensuring compliance at all times.</p> <p>Accurate and efficient completion of additional tasks</p>

## OTHER TASKS

To contribute positively to the development of the wider UH Sport and Sports Village business.

Undertake any tasks or additional responsibility that the Director of Sport may deem appropriate to the level of the post.

## SUPERVISION RECEIVED

The Events and Bookings Manager will report to the Head of People and Processes who will provide regular informal meetings and supervision, annual appraisal and reviews. The level of this post requires the post holder to work under their own initiative.

## SUPERVISION GIVEN

The post holder will directly line manage Booking Coordinators, Booking Administrators and any other temporary staff in this area.

## RESPONSIBILITIES FOR BUDGETS

The postholder will hold responsibility for budgets.

## **RELATIONSHIPS / CONTACTS**

**Internal** - all customers and potential customers of the Sports Village; HSV colleagues; staff from different areas within the company; staff within the University including academics, management, support services and subsidiary companies; staff from the PFI partner company (Pinnacle); other internal suppliers of services.

**External** - Clubs, organisations and individuals who use or could use the facilities and services. Customers from the community, businesses and business organisations, local authorities, including education and leisure services, external agencies and suppliers, professional and amateur sports clubs and organisations, local and national media.

## **STAFF MANAGEMENT DUTIES**

The following duties are relevant to all staff with people management responsibilities:

1. Oversight of staff issues for those within the allocated group including excellent people management, appointment, probation, appraisal, development, promotion and progression, review of performance according to policies and procedures agreed by the University
2. Maintenance of records of staff development activities
3. Oversight and monitoring of staff workloads in order to ensure an equitable distribution of staff loadings across the staff group and the most effective use of staff resources
4. Ensuring talented staff in the groups are recognised, rewarded and retained so ensuring that suitable succession plans are in place
5. The visible commitment, management and maintenance of high standards of safety throughout their domain commensurate with current Health and Safety legislation and with the University's Health and Safety policy
6. Identify achievable equality goals

## **TERMS AND CONDITIONS OF EMPLOYMENT**

### **Conditions of service**

Hertfordshire Sports Village and other sports activities within the University of Hertfordshire are managed by Polyfield Property Ltd., which is a wholly owned subsidiary company of the University of Hertfordshire. The terms and conditions of employment are reviewed by the Board of Polyfield Property Ltd.

### **Hours of Work**

This post is a full-time position (1.0 FTE), consisting of 40 hours per week. Actual working hours will vary as per business requirements. This position requires the post holder to be flexible and when necessary, support the staff on shift, at times offering cover, which may include early mornings, evenings, weekends and bank holidays. Time off in lieu (at flat rate) is given for hours worked in excess of the standard week.

**Annual Leave**

The annual leave year runs from 1<sup>st</sup> October to 30<sup>th</sup> September. Staff are entitled to 25 working days paid holiday (pro rata for part time contracts) during the course of the holiday year. After two years continuous service, holiday entitlement will increase to 26 days and after four years an additional 2 days are awarded. Time off in Lieu will be awarded (at flat rate) for hours worked on bank holidays.

**Salary: HSV 7-8 (dependent on experience) Plus Performance Related Pay**

An annual pay increase to recognise the cost of living/inflation will be paid subject to approval by the Board of Polyfield Property Ltd. The post is subject to performance review and may qualify for a performance related bonus after completion of a probationary period. Salaries are paid in arrears by credit transfer to a named bank or building society.

Appointments confirmed at HSV8 will be dependent on significant and demonstrable skills and experience which align with the desirable criteria. There will be the ability to move up through the salary grades as knowledge and experience grows within the role and agreed set criteria met. This will be monitored through regular one to one and appraisal meetings.

**Pension**

The Company will comply with any automatic enrolment duties it may have in respect of you under part 1 of the Pensions Act 2008. The Company is currently using the National Employment Savings Trust (NEST) pension scheme in respect of these duties. Membership of the scheme is strictly subject to the rules of the scheme which may be amended from time to time.

If you are enrolled into the NEST pension scheme, the Company shall be entitled to deduct from your salary any amounts payable by you as member contributions. The Company reserves the right to vary or discontinue any scheme in place from time to time.

**Additional Benefits**

Staff are welcome to use the facilities at Hertfordshire Sports Village in accordance with our staff usage policy. Staff may also nominate one person to receive a discounted membership.

A uniform is provided for all appropriate staff.

As a subsidiary company of the University of Hertfordshire staff may utilise all benefits open to UH staff, this includes access to catering outlets and Learning Resource Centre, discounted travel on Uno buses, access to discounted nursery facilities. Staff may also access courses run by the Staff Development Unit, University and Associated Colleges, assuming this does not conflict with requirements of your post.

There is a sick pay/sick leave scheme in operation.

This document outlines the duties required, for the time being, of the post entitled *Events and Bookings Manager*, to indicate the level of responsibility. It is not intended to be a comprehensive or exhaustive list and the Head of People and Processes may vary duties, from time to time, which do not change the general character of the job or the level of responsibility entailed.

## **ADDITIONAL INFORMATION**

<b>Closing Date:</b>	09 December 2021
<b>Interview Date:</b>	TBC
<b>Quote Reference:</b>	037875
<b>Annual Leave:</b>	25 days plus standard public holidays
<b>Salary:</b>	HSV7 – HSV8 (£30,047 – £34,644) per annum dependant on skills and experience
<b>Informal Contact Details:</b>	For an informal discussion about this role, please contact Ruth Clark <a href="mailto:r.clark4@herts.ac.uk">r.clark4@herts.ac.uk</a>

### **Person Specification: Events and Bookings Manager**

Key Result Areas	Essential	Desirable
<b>Education &amp; Qualifications</b>	You will hold a Bachelors' degree or equivalent level qualification, preferably in Sports/Hospitality or Events Management or relevant demonstrable experience.	Formal administration or management qualification.
<b>Experience</b>	<p>Experience in pro-actively finding and servicing new business opportunities.</p> <p>Proven experience in administration, office procedures and an ability to manage demanding workloads.</p> <p>Significant experience of management of bookings, lettings or events, including national and international level organisations.</p> <p>Experience of working and managing contracts/income to a value in excess of £1million.</p> <p>Experience of working in a customer service environment ideally in a sport / leisure setting.</p> <p>Experience of staff management in a customer service environment.</p> <p>Experience with sports membership IT solutions / CRM System.</p> <p>Experienced in use of IT booking and finance systems and administration processes.</p> <p>Proven experience and Advanced level skills in MS Office suite (Word, Excel, Access, PowerPoint).</p> <p>Experience of contributing to service, company or organisation development.</p> <p>People and event management experience.</p>	<p>Experience of management of bookings, lettings or events in sports, leisure or hospitality industry.</p> <p>Experience of managing a credit control or finance system.</p> <p>Demonstrable experience of CRM system/s including configuration, running of reports, data analysis, etc.</p> <p>Experience of managing projects/contracts and delivering to tight deadlines in a pressurised environment</p>
<b>Skills &amp; Abilities</b>	<p>Good numeracy skills.</p> <p>Excellent administrative skills</p> <p>Excellent interpersonal skills.</p> <p>Able to work on own initiative and as part of a team.</p> <p>Ability to juggle multiple tasks and work under pressure.</p>	

	<p>Able and willing to be flexible about working hours and days to meet the varying demands of the post.</p> <p>Understanding of requirements for clubs, organisations and individuals from local to elite and professional level booking sports and conference facilities.</p> <p>Excellent IT skills, including Word, Excel and ideally Access and PowerPoint (or equivalents).</p> <p>Ability to deal with conflicting priorities and to work under pressure with minimum supervision.</p> <p>Able to work in a team, providing cover and support for colleagues, communicating well with colleagues.</p> <p>Ability to negotiate and to create good working relationships both internally and externally.</p> <p>Ability to work on own initiative and organise workload effectively.</p> <p>Ability to work confidently and professionally with staff at all levels.</p>	
Personal Characteristics	<p>Excellent customer care and communication skills.</p> <p>Self-motivated and able to motivate others.</p> <p>Logical and methodical way of working.</p> <p>Hardworking and a pro-active self-starter with the confidence, organisational skills and resourcefulness to handle the demands of the role.</p>	
Values	<ul style="list-style-type: none"> <li>• Demonstrates our WELCOMES values at all times:</li> </ul> <p>Welcoming Extra Mile Leadership Consistency Open &amp; Honest Memorable Enthusiastic About Continuous Improvement Sport First</p>	