



Conferencing and Events Administrator (part-time, 10-15 hrs per week)

Christ Church Woking is an active, lively church in the town centre of Woking. The building is used throughout the week for a variety of church-based activities, including a café and bookshop. The church hires out available rooms on a commercial basis to maximise revenue for the ongoing ministry of the church. The Conference and Events Administrator plays a key role in managing the room bookings and providing excellent service to our clients. As well as managing the booking of rooms on a commercial basis to run alongside church-based activities.

Reports to: Business and Buildings Operations Manager

Purpose:

- *To provide an excellent quality conferencing and events facility, which is customer focused, friendly and efficiently run.*
- *To develop and maintain strong customer relations with a view to generating business and maximising the utilisation of rooms.*
- *To aid in the management of the Conferencing business through administrative tasks and during the running of events.*

Tasks:

WEEKLY OPERATION

Conferencing business:

- Act as first point of contact by phone, email or in person for enquiries for conferencing or events and respond promptly to enquiries.
- Work effectively to ensure that all booking administration is updated daily on the bookings database (Churchsuite).
- Communicate booking requirements with line manager during 1-2-1 meetings.
- Communicate room set-up requirements with the Room Set Up team to ensure that all booking preparations are to the correct standard and run smoothly.
- Ensure invoices generated by Finance team are accurate and sent promptly to clients and chase unpaid invoices where necessary. Raising any long-term issues with line management.
- Occasionally act as host to the clients:
 - Present a welcoming and efficient service during the period of the booking.
 - Ensure that the details of each booking have been correctly provided for.
 - Ensure that the clients understand and comply with our booking terms and conditions and health and safety policies.
 - Assist clients who need help with managing any hired equipment such as projectors and screens and work with clients to try and within reason accommodate any last-minute changes to bookings.
- Occasionally help with other aspects of the business and to help cover holiday to ensure smooth operation.

PERSONAL SPECIFICATION

The postholder should:

- Be highly motivated to deliver a welcoming and efficiently administrate the conferencing business.
- Be a team player, with excellent organisational skills and an eye for detail.
- Have good interpersonal skills and be able to communicate effectively, orally and in writing, with clients and team members (it is essential the postholder has a good level of communication).
- Be adaptable, have a “can do” positive attitude and be prepared to juggle competing priorities and work constructively with others, as part of a team.
- Be technically competent, able to use a computer with ease and understand and/or learn sound and visuals equipment, being able to service and troubleshoot them when necessary.

Occupational Requirement: It is essential that the Conferencing Administrator is sympathetic to working in a Christian environment and the vision and values of Christ Church Woking (see: www.ccwoking.org/vision)

EXPERIENCE

- Desired: Experience of working in a successful customer facing position and relating to customers.
- Required: General competency with Microsoft Office packages and computer awareness. Training will be given for any other software.

MEETINGS

On a regular basis the Conferencing Administrator will be expected to attend and participate in:

- 1:1 Line Management meeting (weekly).
- Attend Operations Team and Board meetings when necessary.
- Attend staff diary meeting if necessary (e.g. when line-manager away).

MAIN TERMS AND CONDITIONS

- Salary £11.77 per hr (FTE of £24,481k pa)
- 10-15 hrs/week, depending on applicant availability. Worked flexibly from Monday - Friday, Hybrid working supported. Some evenings/weekends where bookings require (overtime can be taken as time off in lieu). 5 weeks (25 days) pro rata annual leave, plus Bank Holidays.

How to apply for this post – For an informal chat about the role or to apply, please get in contact with the Business and Buildings Operations Manager, at shane.lee@ccwoking.org, to arrange a call. To apply please supply:

1/ **An up-to-date CV**, listing all relevant roles and experience. The name and contact details of 2 referees, one from your current or recent previous employer and one from a friend or colleague (references will only be contacted on successful appointment).

2/ **A covering letter** (around one side of A4) outlining why you are attracted to the role of Conferencing and Events Administrator at Christ Church; and the key strengths and passions you would bring to the role.

The Closing Date for applications is end of Saturday 20th April and shortlisted applicants will be invited to interview on Friday 26th April. Start Date – as soon as possible from 29th April 2024 onwards.