



## **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](http://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](mailto: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 20<sup>th</sup> April and shortlisted applicants will be invited to interview on Friday 26<sup>th</sup> April. Start Date – as soon as possible from 29<sup>th</sup> April 2024 onwards.**