



Emmanuel College
Cambridge CB2 3AP

Job Description for – Conference and Accommodations Coordinator

Line Manager – Conference Manager

BACKGROUND INFORMATION

Emmanuel is one of the Colleges that make up the collegiate structure of the University of Cambridge. We provide a community-focused environment for learning, living and working in peaceful and beautiful grounds situated in the centre of the city. The College was founded in 1584 by Sir Walter Mildmay and has been a centre of outstanding learning ever since. It currently has around 700 students (undergraduate and postgraduate), 90 Fellows (who teach and research at the College) and 180 staff. We welcome people into the Emma community from across the globe, of many different backgrounds, with many different experiences.

The Conference Office manages the internal business of the College covering the College Calendar, supervisions, internal meetings and events for students and fellows as well as the external business, ranging from summer schools, weddings, meetings and dinners. The Accommodation Office manages all undergraduate student accommodation covering freshers' allocation, fourth year allocation and the ballot and exeat process.

PRINCIPAL RESPONSIBILITIES

The Conference and Accommodations Coordinator supports the planning and delivery of events by managing client enquiries, coordinating bookings and acting as a key contact during events. Responsibilities include maintaining strong client and interdepartmental relationships, handling event logistics, and supporting wedding delivery in summer. The role also involves managing the student exeat process, updating room inventories, and contributing to College communications and working groups. Flexibility and efficient administration are essential to ensure smooth operations across conference and accommodation services.

Conference Office Support

- Building and maintaining relationships with all clients, both existing and potential, to foster good and long-term relationships.
- Responding to all enquiries promptly, efficiently and in a timely manner, establishing customer requirements and assessing booking requests within the parameters set by the College.
- Responding to and managing Meet Cambridge enquiries and bidding for business via the Simpleview System.
- Following up and confirming provisional bookings to gain all information needed for the event in a timely manner.
- Providing on the day point of contact for events and assisting with any queries as required.
- Checking room set ups and when necessary, liaising with the relevant departments if changes are required.
- Delivering some weddings during the summer months at the weekends.
- Providing office administration for all aspects of event bookings; including signage, place cards, accommodation packs, seating plans and WIFI documents.

- Managing accommodation bookings for conferences and other events via the Rooms Management system (CASC).
- Reviewing and updating conference marketing material and other information provided to conference organisers and guests.
- Acting as the College representative for Meet Cambridge working groups.

Accommodation Office support

- Managing the student accommodation exeat process at the end and start of each term, updating the Rooms Management system (CASC) and liaising with other departments.
- Updating student accommodation requests on CASC as and when needed.
- Maintaining the inventory database for all rooms.
- Assisting with guest room booking during busy times or to cover annual leave.

Communication

- Working with the Communications and Information Officer to provide information for social media and wider communication channels.
- Acting as department representative on the Communication Working Group.

General

- Maintaining good relations with other departments within the College and with stakeholders.
- Any other duties and responsibilities which are consistent with the post of Conference and Accommodations Assistant as may be reasonably requested from time to time

There will be the requirement to work some evenings and weekends when required, but this will be sufficiently planned in advance, with time off in lieu.

Emmanuel College is an equal opportunities employer. We have a policy of equality of opportunity for all staff. Applications are welcome regardless of race, colour, ethnic or national origin, sex, marital status, disability, sexual orientation, religious beliefs or age

PERSONAL SPECIFICATION	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to HNC, level 3 vocational qualification or equivalent level of practical experience • Educated to A-level standard or equivalent 	<ul style="list-style-type: none"> • Educated to degree level in Event Management or equivalent
Skills & knowledge	<ul style="list-style-type: none"> • Excellent IT skill, including Microsoft 365 • Excellent communication skills with an ability to communicate at all levels • Excellent customer service skills • Excellent organisational skills and ability to prioritise own workload • Experience of social media tools 	<ul style="list-style-type: none"> • Experience of event management packages.
Relevant Experience	<ul style="list-style-type: none"> • Previous event or accommodation experience 	<ul style="list-style-type: none"> • Previous experience of Cambridge College or University environment
Personal attributes	<ul style="list-style-type: none"> • Friendly, helpful, and professional approach with a courteous, diplomatic, and discreet manner when dealing with clients and colleagues • Ability to use own initiative and work under pressure, but also a team player comfortable working closely with colleagues 	

	<ul style="list-style-type: none">• Evening and weekend work when required	
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