

# SOUTHWARK

## ◆ CATHEDRAL ◆

### Job Description

**Job Title:** Conference and Events Officer

**Reports to:** Chief Operating Officer

**Key Relationships:** Head of Events, Cathedral Accountant, Head of Property, Facilities Manager, Marketing & Communications Manager, Cathedral Shop staff and volunteers, Board of Southwark Cathedral Enterprises Limited

**Salary:** £29,000 per annum

**Hours of work:** 35 hours per week (excluding lunch breaks). Due to the nature of the role, attendance at evening and weekend events may be required

**How to apply:** Please send a CV and Cover Letter to [CathedralHR@southwark.anglican.org](mailto:CathedralHR@southwark.anglican.org) by 3pm on Friday 27<sup>th</sup> January 2023

### Role Purpose

Southwark Cathedral has been a place of Christian worship for over 1400 years. Now it stands on the vibrant and exciting regenerated south bank of the Thames surrounded by cultural venues such as Tate Modern, Shakespeare's Globe and Borough Market, the offices of major companies as well as schools and diverse residential communities. It is an inclusive Christian community that offers a welcome to all and is now a registered charity regulated by both the Church Commissioners and the Charity Commission.

### **Overview**

#### Conferences

The Conference and Events Officer is responsible for the effective day to day management of bookings for the Cathedral's conference rooms and for managing the clients' experience from initial enquiry to final invoice. The post-holder will provide a welcome to clients on arrival, ensuring that their room and catering specifications have been met and manage their requirements during their stay.

#### Commercial and Special Events

In addition, the post-holder will provide support to the Head of Events in delivery of commercial and special events in the Cathedral space. The Head of Events holds the responsibility of converting special event enquiries to confirmed status,

# SOUTHWARK

## ◆ CATHEDRAL ◆

relationship management and event management 'on the day to ensure the smooth and safe delivery of complex large-scale income-generating events. Most often working one year ahead of the event, the post-holder will support preparations and delivery of the event.

### **Context**

The post-holder is employed by Southwark Cathedral Enterprises Ltd (SCE Ltd), the wholly owned subsidiary trading arm of Southwark Cathedral which runs the conference rooms, Shop, Cafe, car parking and tourism at the Cathedral. The purpose of Southwark Cathedral Enterprises (SCE) is to enable the Cathedral to function and work as a place of Christian worship by:

- Being profitable
- Increasing tourist numbers
- Promoting the Cathedral's image and reputation as a place of inclusive welcome

The contribution made by SCE Ltd to financing the Cathedral's day to day operations is critical.

The Conference rooms currently consist of three main meeting rooms of varying sizes, all equipped with Wi-Fi and AV facilities.

The conference business has been very successfully developed since the opening of the Millennium Buildings in 2001. There is a wide client base drawn from the commercial, government, charity and national health sectors and many of the bookings are repeat business. The conference rooms have an excellent reputation and are popular with clients as evidenced by regular customer feedback. Commercial and special events are also a core part of SCE Limited's work.

The post-holder will be expected to work within the ethos of Southwark Cathedral as primarily a place of worship. They should be able to be flexible and creative in maximising the opportunities for commercial income alongside the worshipping life of the Cathedral.

The post holder will report to the Chief Operating Officer, who is also the Executive Director of SCE Limited, and the post will include line management responsibilities.

The post-holder will be expected to work closely with staff and volunteers from all areas of Cathedral life.

# SOUTHWARK

## ◆ CATHEDRAL ◆

### **Principal Tasks - Conferences**

#### **Conference bookings**

Management of each conference booking from initial request to final invoice by:

- Receive email, post and phone booking requests from regular and prospective clients
- Raise booking forms, negotiating room rates and arranging client requirements and liaise with the EA to the COO on bookings in the Cathedral Diary
- Liaise with the Café operator or external caterers on clients' catering requirements and with the Concierge to arrange room layouts
- Attend planning meetings where necessary for major conference bookings
- Provide a welcome to clients and ensure the health & safety briefing has been carried out; liaise with the Facilities Manager to ensure this takes place in the post-holder's absence
- Support hybrid events with a good knowledge of the Cathedral's technology
- Ensure all client requirements are in place and take effective action to remedy omissions as quickly and efficiently as possible
- Ensure all financial information is received by the Finance Department in a timely manner to ensure accurate and prompt client invoicing
- Ensure the conference rooms' professional appearance is maintained at all times and liaise with the Property Department on facilities management issues and the Concierge conference room set-up
- Procure replacement equipment and furniture when required
- Assist in the training of new members of staff
- Produce fortnightly sales reports on conference business

#### **Promotion and negotiation**

- Work closely with the Head of Events to achieve the income budget set annually for the Conference rooms and commercial events by the SCE Board of Directors and ensure monthly targets are met
- Work with the Head of Events, COO and CFO (when appointed) on annual review of conference charges and contribute to setting on annual budgets and sales targets
- With the support of the Head of Events, maximise the number of enquiries that are converted to bookings using a range of client incentives

# SOUTHWARK

## ◆ CATHEDRAL ◆

- Develop and maintain relationships with existing key accounts, e.g. not-for-profits, NHS and regulators
- Regularly request, collate and act upon customer feedback
- Manage and refresh the conference booker database
- Develop further existing data analytics and identify patterns of business/growth for the conference centre
- Work with the Marketing and Communications Manager to identify marketing content
- Show potential clients around the conference rooms and explain charges and booking policy
- Represent the team with the Head of Events at relevant marketing events and trade fairs (such as Bankside Venues, Unique Venues of London) to promote the conference rooms to new markets

### **Principal tasks – Commercial and Special events**

- Support the Head of Events to ensure that all necessary paperwork is put in place including confirmations, contracts, production check lists
- Working with the Head of Property and Facilities Manager to obtain satisfactory Risk Assessments, Method Statements from suppliers and contractors and external organizations, and Health & Safety documents
- submitting information to the Finance teams to raise a final invoice
- Support the Head of Events and the Duty Verger team in on-boarding a variety of service providers e.g. parking spaces on arrival on the day
- Check back-of-house room layout, present door keys to the client and secure catering from the catering partner as necessary
- Assist the Head of Events with keeping and data in-putting Excel spreadsheets up to date showing income generation and occupancy for commercial and special events across each year

### **Cathedral Diary**

- Ensure all changes to the diary are made quickly and communicated to all relevant parties by email, hard-copy, phone or via the Libris system
- Balance the needs of competing groups to ensure the Cathedral space is used efficiently and the profitability is maintained

# SOUTHWARK

## ◆ CATHEDRAL ◆

### **General**

- Attend fortnightly staff meetings
- Attend weekly Diary Meeting
- Attend regular meetings with the catering partner and work closely with them to ensure client catering requirements are satisfied
- Attend weekly meetings with the Concierge and/or Property Team representatives to discuss forthcoming room layout requirements
- Attend meetings of SCE Board of Directors as required

### **Person Specification**

#### **Essential**

- Experience in managing conference bookings in a small-to-medium-sized conference centre
- Experienced at successfully managing client relationships to ensure customer satisfaction
- Excellent communication skills (both oral and written) and a good telephone manner
- Competent in the use of Microsoft Office applications, especially Outlook email and complex online diaries
- An eye for detail to ensure conference facilities are maintained to the highest standards
- Confident in dealing with problems and identifying effective solutions quickly
- Able to deal appropriately with a varying client base
- Experience converting enquiries to sales
- Aptitude working to robust commercial targets
- Able to work on own initiative, largely unsupervised
- A good team player with ability to relate equally well to paid and voluntary staff

# SOUTHWARK

## ◆ CATHEDRAL ◆

- Able to work under pressure
- Able to demonstrate sympathy with the aims and objectives of Southwark Cathedral
- Flexible and willing to work overtime and evenings when required

### **Desirable**

- Able to negotiate with clients on pricing and achieve the best deal for SCE Ltd

Southwark Cathedral is committed to being an Equal Opportunities Employer. We believe in promoting and building a diverse and inclusive team, and workplace, culture and governance structures that are welcoming to and respectful of all. We welcome applications from all suitably qualified people whatever their ethnicity, background, age, disability, long term condition, sexual orientation, gender identity, or any other characteristic protected by law.

Safeguarding is at the core of all we do. We follow best practice for Safer Recruitment.

### **Terms and Conditions**

#### Working Hours

The working hours shall be 35 hours per week, exclusive of meal breaks. Due to the nature of the role, attendance at evening and weekend meetings and events may be required. Time off in lieu will be awarded in line with Southwark Cathedral's policy.

#### Annual Leave

34 days per annum including statutory bank holidays, with an additional 5 days after 10 years service.

#### Probation

# SOUTHWARK

## ◆ CATHEDRAL ◆

The appointment is subject to the satisfactory completion of a six-month probationary period.

### Season ticket loan

Once the probationary period has been completed satisfactorily, the person appointed will be eligible to take out a season ticket loan.

### Pension

The person appointed will be eligible to join a defined contributions pension scheme managed by the Church Workers Pension Fund. The Cathedral will contribute half of the annual premium of 10% of salary.

### Working Expenses

Reasonable out of pocket expenses will be reimbursed.

### Termination of Employment

During the six-month probationary period one week's notice is required on either side. Thereafter you will be required to give one month's notice should you wish to resign and will receive a minimum of one month's notice.