



Edge Hill
University

THE TIMES
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GOOD
UNIVERSITY
GUIDE
2022

MODERN
UNIVERSITY
OF THE YEAR



Conference & Events Manager

Reference: EHA0875-0523
Salary: £33,348 - £36,333 per annum
Grade 7, Points 27–30
Contract Type: Permanent
Hours: Full Time (36.25 hours per week)
Location: Ormskirk/
Accountable to: Director of Facilities Management
Reporting to: Catering & Events Manager





About Facilities Management

Facilities Management (FM) is a multi-award-winning support department; the largest support team at the University employing over 300 members of staff across 13 defined service areas. We believe that the physical campus environment, the supporting infrastructure, and the support services provided by FM, form an essential part of the Edge Hill University experience. Our customer profile includes students, staff, visitors, business partners, commercial clients and the wider community. At Edge Hill University, FM is recognised for its positive contribution to the core business – the attraction, recruitment and retention of our students.

“Our FM Vision is to be recognised as contributing to an outstanding campus experience that drives the attraction, recruitment and retention of our students and wider Edge Hill Community”.

Our FM Values: All that we do is underpinned by our values. Our values are embedded in our words and actions, our decision making and our performance.

1. We will Embrace challenge and seize opportunity
2. We will Expect and celebrate creativity and excellence
3. We will Act responsibly and with integrity
4. We will Show determination, resilience, ambition, and adaptability
5. We will work together to deliver our Vision

About the Role

The FM Conference and Events team provide a highly professional, integrated service to support the delivery of residential and day conferences and other internal and external events to staff, students, and visitors to the university. The team ensures that FM effectively responds to the customer’s requirements in an efficient and timely manner Reporting to the Head of Sport and Commercial Services, you will lead and manage the Conference and Events team with responsibility for the development, organisation, and delivery of high quality, high impact university-wide events which play a crucial role in supporting the recruitment and retention of students and increasing the profile of the university.

You will build highly effective, positive, and professional working relationships with colleagues across the University to understand requirements and to support the development of an annual calendar of events, aligned to the student journey.



You will be highly motivated, with significant management experience and be able to effectively influence others to help in the fulfilment of strategic aims by leading, inspiring, and developing effective informal teams and networks. You will make independent decisions and be responsible for developing the team in your management capacity.

Evening and weekend work will be required.

Duties and Responsibilities

Specific Duties and Responsibilities

1. Manage a range of key university-wide events, such as Open Days, Applicant Visit Days, and academic events, providing leadership and expert advice and engaging with visitors and colleagues.
2. To be a visible and available point of contact dealing with queries from event attendees, taking a lead on positively and efficiently dealing with and handling complaints if they arise.
3. Deliver staff briefings to a range of colleagues from across the University in advance of events, ensuring that all event staff are aware of their duties and contribution.
4. Develop and maintain highly effective working relationships with colleagues from academic departments and professional services across the University, communicating effectively to ensure they are aware of key event details and expectations.
5. Lead on the liaison and relationship management with a wide range of external companies, suppliers, and venues to ensure delivery of high-quality events.
6. Ensure effective communications take place with colleagues within FM and across the University regarding events, highlighting any key messages that need to be conveyed and adapting accordingly for different departments.
7. Work with the FM Customer Experience Manager to ensure that robust evaluation processes are in place to capture feedback from events for analysis to enable continuous improvement.
8. Provide post-event feedback to Heads of Department as required to ensure that they are fully aware of what is working effectively and what is working less effectively during events, to ensure that changes can be made accordingly.
9. Contribute to the collation of business intelligence and undertake regular benchmarking and evaluation activities, using the findings to inform forward planning, objective setting and to support the development of annual budgets.
10. Provide effective leadership and line management to the Conference and Events team, communicating clear standards and objectives and ensuring that tasks are appropriately distributed.



11. Take responsibility for developing and motivating the team, including coaching, on the job training and personal development. This will involve identifying training needs and support to enable personal development.
12. Undertake all aspects of staff management in accordance with university procedures, including recruitment, induction, management of probation and annual performance reviews.
13. As a member of the FM management team, contribute actively to strategic discussions and decision making, informing aims, objectives, and target setting.
14. Work effectively towards the targets set annually in operational plans, supporting colleagues' work, and covering events where required.
15. Undertake any other duties as required by the Head of Sport & Commercial Services or other member of SMT.

Financial Management

16. Produce financial/budget information for events and in relation to areas of responsibility as appropriate for inclusion in the annual budget process.
17. Ensure suitable and sufficient cost control measures and supplier review mechanisms are in place to minimise expenditure and ensure Value For Money (VFM) is achieved.
18. Monitor budgets relating to relevant cost centres completing Monthly Variance Reports and other reports as necessary to contribute to financial planning and forecasting,

Health & Safety and Compliance Responsibilities

19. Responsible for implementing, managing, and monitoring the provisions of the FM Health & Safety Policy within the areas of responsibility, and ensuring effective safety management practices are consistently applied.
20. Ensure all risk assessments for events are conducted and reviewed regularly to ensure the highest level of safety. This also includes the development and ongoing review of the relevant Risk Register

Corporate Responsibilities

21. Support, influence, and challenge relevant departments across the University in their delivery of conferences/events, to ensure full compliance with the University's Financial Regulations,
22. To participate, as necessary, in Corporate, Directorate and Departmental management issues and projects, contributing to and serving on internal committees, working and advisory groups as required.
23. Represent EHU at industry, HEI, and local and national networks as necessary including maintaining partnerships with key national bodies.



24. Actively promote and support effective communications in all aspects of the work of the University.

In addition to the above all Edge Hill University staff are required to:

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate learning and development activities as required
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner
- f) Demonstrate excellent Customer Care in dealing with all customers





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Eligibility

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.





Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria.

Methods of Assessment include Application Form (A), Supporting Statement (S), Interview (I), Test (T) & Presentation (P).

		Essential	Desirable	Method of assessment (A/S/I/T/P)
Qualifications				
1.	Degree or equivalent relevant professional qualification	*		A
Experience and Knowledge				
2.	Experience of working in a university environment		*	A
3.	Extensive experience planning and delivering successful large-scale events ensuring strict adherence to risk management and health & safety principles.	*		S/I/P
4.	Proven experience of building effective working relationships with a range of key stakeholders, including senior members of staff	*		I
5.	Experience of effective and supportive management of individual staff and a commitment to lead by example in appropriate behaviours and attributes	*		S/I/P
6.	Experience of creating bespoke and high-quality promotional communications and resources		*	I
7.	Experience of budget monitoring and financial management including profit and loss accounts	*		S/I/T
Abilities and Skills				
8.	Excellent communication, negotiation and interpersonal skills as well as the ability to influence key decision makers and stakeholders.	*		S/I/P
9.	Organisation and project management skills of the highest level and excellent attention to detail.	*		S/I
10.	Good IT skills including use of a wide range of software packages including Word, Excel, Outlook, PowerPoint	*		I





11.	Ability to work on own initiative with less regular supervision, to prioritise own varied workload and that of others, work to tight deadlines, multi-task, problem solve and make appropriate decisions under pressure.	*		S/I
12.	Strong analytical skills and the ability to use data and intelligence from various sources to inform decision making.	*		T
13.	A positive and flexible approach to work and a willingness to work unsociable hours, including evenings and weekends	*		I
14.	A motivated, resilient, and determined work ethic, results driven with a positive, can-do attitude which inspires and motivates others	*		I





How to Apply

When you are ready to start the formal application process, please visit our [Current Vacancies page](#) and click 'vacancies', search for the role you wish to apply for, and click 'Apply Online'. The online application form can be completed in stages and can be revisited at any time. The form automatically saves as you enter your information, and it is simple to move backwards and forwards throughout at any time prior to submission. Help is available at each stage to guide you through the form. Before final submission, you can preview your application and can then choose to refine or submit the form.

Please refer to the advert for the closing date for this vacancy, all applications must be submitted by 11:59pm on this date. Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. We try our best to inform all applicants within two working weeks following the closing date.

Application > Shortlisting > Interview > Outcome

For informal enquiries about this vacancy, please contact: David Grime, Catering & Events Manager at grimed@edgehill.ac.uk

At Edge Hill University we value the benefits a rich and diverse workforce brings to our community and therefore welcome applications from all sections of society.

