



Job title	Events & Bookings Officer	Job family and level	Administrative, Professional and Managerial Level 3
School/ Department	University of Nottingham Sport	Location	University Park Campus, Nottingham

Purpose of role

To proactively manage and action all booking and event enquiries relating to the University sports facilities to help maximise usage and income generation. The Bookings and Events Officer will oversee the event calendar including administering all facility requests to support the University's sports programme, strategic partnerships, as well as external block bookings and events. Responsible for managing and building relationships with existing customers to maximise repeat and new business whilst also working collaboratively with the operations team, Nottingham Conferences and the broader University community to deliver a seamless bookings process.

	Main responsibilities <i>Primary accountabilities and responsibilities expected to fulfil the role</i>	% time per year
1	<p>Events Bookings & Facility Hire</p> <ul style="list-style-type: none"> ▪ Respond to all enquiries regarding sports facility use and hire, providing the necessary information relating to availability, suitability, services and hire charges. ▪ Manage all regular and block bookings, liaising closely with all customers to confirm bookings in advance, update records due to any cancellations and ensure booking agreements are accurately maintained. ▪ Accurately supply quotes and provisionally hold facilities, generate booking forms and track all enquiries to conclusion. ▪ Ensure all booking forms are returned accordingly and work closely with the Finance Officer to ensure invoicing and payments are completed and received. ▪ Maintain customer confidence with prompt responses to all requests for information and ensure regular contact in the run-up to and immediately following events to collate customer feedback and discuss future bookings. ▪ Be the first point of contact for all bookings and event enquiries as well as the first point of contact with the Nottingham Conferences sales team to confirm and deliver joint bookings. 	60%

	<ul style="list-style-type: none"> ▪ Meet with existing and prospective clients to deliver facility tours and to discuss event requirements. ▪ Work collaboratively with sports centre managers and grounds staff in order to effectively plan and agree logistics relating to events and facility hire. ▪ Support the creation of expression of interests and tender documents for major event bids. 	
2	<p>Manage facility hire and usage to support the University Sports Programme</p> <ul style="list-style-type: none"> ▪ Communicate all no-play dates to the relevant University of Nottingham Sport staff members providing information on what club sessions will be displaced and work collaboratively to source alternative venues where possible. ▪ Oversee and manage all requests submitted via bidding process from University sports clubs to host additional events outside of their regular sports timetable. All additional requests to be presented to senior management for joint decision before confirmation of booking. 	15%
3	<p>Operations and events delivery</p> <ul style="list-style-type: none"> ▪ Ensure operational and grounds staff are appropriately briefed with regards upcoming bookings and events with regular meetings and updates. ▪ Liaise closely with grounds staff on decisions to cancel fixtures and events and provide prompt information to customers with respect to rearrangements and alternative dates. ▪ Forward planning to think ahead with regards events and bookings, looking to pre-empt and resolve potential problems and ensure the best customer experience. ▪ Liaise with colleagues within the catering, domestic services and security departments when required for event bookings and facility hire. 	10%
	<p>Business development</p> <ul style="list-style-type: none"> ▪ Proactively seek opportunities for repeat business, multiple events and longer-term partnership working. ▪ Establish a referral process with other external venues for events we are unable to host and vice versa. ▪ Maintain and grow a customer database with regular programme of communications to promote latest facility developments, availability and services. ▪ Develop a process to collate customer feedback following events ensuring findings and recommendations for improvement are communicated to the sports centre managers and senior management team in order to improve internal processes. ▪ Plan and deliver events to provide opportunities to showcase the University's sports facilities and services for prospective event organisers. 	10%

	<ul style="list-style-type: none"> ▪ Evaluate availability of sports facilities to identify areas of underutilisation and possible opportunities to target. ▪ Compile detailed reports to measure the success of the bookings and events area including customer experience, income generation and total footfall. ▪ Work closely with the marketing team to develop promotional and marketing material to raise awareness and advertise the University's sports facilities. ▪ Represent the University at appropriate events to help promote the University of Nottingham and related sports facilities. 	
	<p>General duties</p> <ul style="list-style-type: none"> ▪ Provide ad hoc administrative support to the directorate team, including letter / memo writing, minute taking and general administration. ▪ Undertaking other activities and providing miscellaneous support and assistance within the Department. ▪ Support the delivery of sports related events and programmes including Open days, Varsity, Sports Awards, Alumni Sports Weekend and Welcome Week. 	5%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Excellent organisational and communication skills – written and verbal ▪ Excellent inter personal skills that build trust and respect, leading to mutually beneficial relationships amongst a range of stakeholders. ▪ Good IT skills, including Microsoft office ▪ High degree of initiative, responsibility and self-motivation and a professional attitude with a proactive approach to problem solving. ▪ Ability to define priorities and work flexibly and effectively under pressure to meet demanding (and possibly conflicting) deadlines. ▪ Ability to work with little supervision and be able to assist and advise others. ▪ Evidence of quality driven customer service delivery. ▪ Diplomatic, with excellent conflict resolution skills. 	<ul style="list-style-type: none"> ▪ First line supervisory skills – scheduling, monitoring and reviewing work by others. ▪ Financial training sufficient to manage budgets ▪ Familiarity with University standard software including Agresso, Excel and Access. ▪ Familiarity with digital media e.g. website editing, social media communication channels etc...
Knowledge and experience	<ul style="list-style-type: none"> ▪ Significant relevant work experience. ▪ Experience of working/responding independently and dealing with unforeseen problems and circumstances ▪ Demonstrable success in a sales-driven environment ▪ Experience of campaign led marketing ▪ Experience of analysing and reporting on information from a variety of sources. ▪ Experience of delivering successful promotions / events 	<ul style="list-style-type: none"> ▪ Experience of operating a leisure management system ▪ Experience of working in Higher Education. ▪ Experience of providing financial reports. ▪ Experience of managing change at this level. ▪ Experience delivering training to other staff ▪ Demonstrable success working on membership retention. ▪ Experience of market research / competitor analysis
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Educated to HND/HNC/A level standard or equivalent, with GCSE in English and Maths, <p>OR</p> <ul style="list-style-type: none"> ▪ Broad substantial relevant experience demonstrating general knowledge of a professional practice and 	<ul style="list-style-type: none"> ▪ RSA III typing/word ▪ Educated to degree level or equivalent

	development through involvement in a series of progressively more demanding, relevant work.	
Other	<ul style="list-style-type: none"> ▪ Flexible approach to work. ▪ Attention to detail. ▪ High level of professionalism. ▪ Team player, with a collaborative approach to work. ▪ Enthusiastic, Confident and outgoing personality ▪ Ability to engage with people from a variety of backgrounds. ▪ Passion for sport. 	

Additional Information

Hours of work are 36¼ per week. Candidates will need to be flexible in their approach to their working hours. Evening and weekend work may be required.

Post holders may be required to operate from any one of the University sports sites.

Post holders will be required to conform to the Department's uniform regulations.



The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.

Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Is friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.
- Taking ownership** Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as Health & Safety, Equality, Diversity & Inclusion, and other considerations.
- Forward thinking** Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.
- Professional pride** Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.
- Always inclusive** Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others



