



# Role Profile

<b>Job title:</b>	Conference Administrator	<b>Reports to:</b>	Residential Services Supervisor
<b>Grade:</b>	G	<b>Version/Date:</b>	Version 1.1(E) August 2018
<b>Directorate:</b>	Corporate Performance	<b>Team:</b>	Estates
<b>Location:</b>	Bircham Newton	<b>Budget responsibility (optional):</b>	

CITB aims to lead the construction sector by example to ensure fairness, inclusion and respect for all. We seek to develop an organisation which reflects Britain's diverse population and our main objective is to create a culture that enables our customers to strive towards an organisational community that is reflective of today's society.

## **Role Purpose: why the role exists and its overall contribution to the organisation**

- To provide conferencing, event and accommodation booking resources to CITB, external organisations and the general public, including an efficient Reception service for the main CITB Reception and The Birches.

## **Role Accountabilities: main areas for achieving delivery and results**

- To provide an efficient reception service to all apprentices, delegates and visitors to Bircham Newton
- To provide instant response in accordance with set procedures for all emergencies
- Allocation of accommodation for apprentice requirements, course delegates, conference attendees etc. and other social functions at CITB using CHIP System. Manage accommodation bookings to maximise occupancy/reduce booking out, in line with Ops plans and Constructionarium bookings. Ensure accommodation is allocated to minimise the number of buildings used to reduce running costs
- Liaise with cleaning department to ensure all required accommodation / lecture rooms will be available as booked
- Allocate conference rooms as required; prepare reports for contract caterers and maintenance department. Liaise with customers (internal/external) to ensure efficient allocation of resources e.g effective use of conference meeting rooms. Manage room changes as required
- Ensuring adequate stock of all stationary consumables to meet lecture room and office requirements
- Answer and resolve any queries relating to accommodation / lecture room bookings
- Ensure all internal/external events/accommodation are invoiced to customer and any internal events are cross charged
- Be the first point of contact for customers for The Birches. Explain/sell facilities to take into account customer requirements. Liaise with Supervisors to tailor make packages if required. Maintain contact with customer prior to event to keep up to date with any changes to their requirements. Relay any amendments to relevant teams supporting the event
- Manage events and conferences as required and deal with any ad hoc problems. Ensure customer



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satisfaction

- Any issue/faults that are found, report as soon as possible to the maintenance department via the correct procedure
- Liaise with Constructionarium contact to plan and obtain all relevant information in regards to University bookings in accordance to the time frame agreed. Present overview of CITB at induction to students and colleagues at a Sunday arrival
- Ensure all monies taken are transported to cashiers on a daily basis and ensure this is completed in line with the Birches banking and safe procedures
- Prepare reports to provide information for the contract caterers/cleaners and managers
- Provide financial and occupancy information in report form for supervisors/managers
- Assist with development of changes/updates to the CHIP booking and Crystal reporting systems
- Cover all reception duties at the Main Reception, Bircham Newton to a high quality. This will be in accordance to a rota basis to cover lunch breaks, sickness and holiday
- Administration of the CITB swimming pool memberships
- Cross checking the lifeguards time sheets and confirming with the contractors to ensure payment
- Processing contracts and invoicing on CHIP for all swimming pool and leisure hirers

## **People Leadership / Team Leadership – where the role has direct or matrix reports.**

- No direct reports

## **Decision Making and Business Impact**

- All key decisions within out of core hours management as they will be the most senior person onsite at that time
- Analyse whether an event should be run based on profitability
- Decision making regarding the management of own workload and the need to refer issues or concerns to the most appropriate person
- Decision making on behalf of Residential Services Supervisor in their absence
- Decision making in regards to customer enquiries and concerns
- Decision making in relation to customers
- Business impact is on both Residential Services targets and on Product area performance. Effective operation of processes will impact directly on Directorate level targets such as Customer Satisfaction, Non levy income, Cost Control (Activity Profitability Measures), Staff Development
- Within Department – provision and seeking of information (occasionally complex and confidential)
- Across CITB – provision and seeking of information (occasionally complex and confidential)
- External Customers, Learners and parents – provision of information (occasionally complex, sensitive or confidential)
- Other stakeholders – provision of information (occasionally complex and confidential)
- Communication with individuals at all levels in their own right



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- Coordination of individuals at all levels with regard to booking and event management
- Handling of sensitive correspondence and information
- Planning and Ofsted grades

## Knowledge, Skills, Qualifications and Experience:

### Essential

- The role requires a good standard of secondary school education – a minimum of 3 GCSE's (including English and Mathematics) or equivalent
- Microsoft Office applications to intermediate standard
- NVQ level 2/3 in either Business Admin, Customer Services or Hospitality or a minimum of 2 years relevant background experience
- Specific knowledge of accommodation / hotels and conference facilities

### Desirable

- Marketing/sales experience
- Note; All other requirements in relation to the job role can be taught locally e.g. through cross-training, mentoring, use of pre-defined procedures or work instructions or through undertaking short courses as appropriate

## Key Behavioural Competencies

- Customer – Level 1
- Works collaboratively – Level 1
- Building capability – Level 1
- Driving for results – Level 1

## Special Conditions/Other Requirements: e.g. travel requirements, working arrangements

- Must be flexible to work non-standard hours (including nights and weekends) where necessary  
CITB is committed to Safeguarding and promoting the welfare of learners and expects all staff and volunteers to share this commitment. Appointment to this position in England and Wales is subject to an Enhanced Disclosure check from the Disclosure and Barring Service (DBS) and in Scotland to an Enhanced Disclosure and registration to the Protecting Vulnerable Groups (PVG) scheme through Disclosure Scotland.
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Version	Date	Author	Change
Version 1.1(E)	21/08/2018	Beth Browne/Patch Kivlin	The 'E' indicates that the role has been evaluated through the Job Evaluation process and a Grade has been agreed. This is now a 'live' version.