



MAGDALENE COLLEGE
CAMBRIDGE



Conference & Events Coordinator

Candidate Information Pack

July 2025

About Us

Magdalene College is one of the 31 Colleges of the University of Cambridge. It was originally founded in 1428 and re-founded in 1542. Although we are proud of our history, we are a thoroughly modern and forward-looking College.

There are roughly 600 undergraduate and postgraduate students in residence. 100 Fellows and the Master who together make up our College community. We have developed a strong programme in the Sciences alongside traditional strengths in Arts subjects and the first priority for students is academic work. There is a thriving extracurricular life in the College and we take pride in the high level of pastoral care offered to our students. Further information is available on the College website at www.magd.cam.ac.uk.

Magdalene College Values

Magdalene's greatest asset is its people: a resident community of nearly 800 students, Fellows, and staff.

The College's core values are **'freedom of thought and expression'** and **'freedom from discrimination'** and it encourages its Fellows, staff, students and visitors to engage in robust, challenging, evidence-based and civil debates as a core part of academic enquiry and wider College activity, even if they find the viewpoints expressed to be disagreeable, unwelcome or distasteful.

Magdalene College expects that you will:

- Treat all members of the College (including all staff, partners, students, fellows and visitors) with respect, courtesy and consideration at all times.
- Behave professionally and expect professional behaviour from others in the community (including all staff, partners, students, fellows and visitors).
- Take care of their own health and safety, not compromise the health and safety of others, and comply with College and departmental safety requirements.

College Facilities for Staff

Staff are able to use the College gym which consists of a weights gym and a room with cardio equipment. The College also has a squash court and Eton Fives court. These can be booked through the Porters Lodge. Basketball, tennis and volleyball courts along with football Astro pitches can be booked through St John's College.

Magdalene is registered with Cycle Scheme, a tax-efficient scheme for buying a new bicycle.

During the summer staff may use the College punts for up to two hours. These should be booked through the Porters Lodge.

The College has a social committee who run events for staff, including the annual day trip which is open for all staff to attend.

Meals

All staff working a shift of a minimum of 4 hours per day are eligible to take a free lunch. This includes permanent staff and those on a fixed term contract. The value of the meal is up to £6.24 per day which equates to over £1400 per year for those working in College 5 days a week.

Family Friendly Policies

The College offers enhanced maternity, paternity and adoption pay as well as generous sick pay for those who have more than six months service. This is in addition to the flexible working policy. More details on all of these are in the Staff Handbook.

Staff are eligible to use the Tax-Free Childcare Scheme recently introduced by the government to replace Childcare Vouchers

Benefits

The college offers a range of benefits, including:

- Group Life Assurance.
- Help@hand Portal where you can access remote GP appointments, medical second opinions, savings and discounts, financial support and much more.
- Wellbeing classes such as pilates and yoga.
- Flu jabs.
- College pension contributions of up to 12%.
- Eye tests with Specsavers.

Department Information

Working Conditions

Which statement best describes the environment in which the role will primarily be based?

Office based. Some travel to similar sites may be required. Normal health and safety requirements will be followed.

Physical Requirements

Which statement best describes the physical demands of the role?

Requires normal physical effort associated with an office environment (or equivalent)

Sensory Requirements

Which statement best describes the sensory demands of the role?

Uses normal office equipment and/ or standard tools

Role Summary

The College seeks to appoint a Conference and Events Coordinator to work as part of the Conference Team. The post holder will play an important role within the team, assisting in the smooth day-to-day running of the events and contributing to the delivery of team goals as set by the Conference and Events Manager.

This may include aspects of marketing and selling of conferences facilities, day to day operations of events, administration, and liaising with other College departments. The role will involve some work outside of normal working hours and occasional weekends, particularly during the summer.

Responsible to: Conference and Events Manager

Job Description

Main Duties and Responsibilities

The main duties of the post include the following (this list is not exclusive):

Administration

- Handle a wide range of enquiries from students, staff, and academic members and to book College facilities in an organised and efficient manner.
- Manage external bookings from initial enquiry through to event completion, including preparing detailed and accurate quotes and contracts, overseeing hands-on event delivery, and conducting post-event follow-up to ensure client satisfaction.
- Using a web-based platform, StarRez: -
- Book both internal and external events in an accurate and timely manner, manage any associated admin such as VAT forms, menu cards, place cards, table plans, catering and diet info and AV.
- Manage event billing and detailed invoicing, ensuring accuracy and adherence to associated deadlines.
- Produce a weekly function overview and detailed function sheets, ensuring accuracy and timely delivery to meet operational timelines.

Sales and Operations

- To act as the first point of contact and respond to telephone, email and face to face enquiries in a friendly and professional manner.
- To conduct site visits of the College facilities, for potential clients and visitors. To be proactive in the promotion and selling of the College facilities and skilful in converting enquiries into bookings.
- To provide a professional meet and greet service to the client, being hands on and visible during events, responding quickly to organisers and delegates needs.
- To take ownership of event management, including accurate signage, correct room configuration, AV setup, and ensuring our housekeeping standards are met. Liaising with relevant departments to ensure smooth execution.
- To assist with social media and/or promotional activities as required.
- To attend and represent the College at meetings or exhibitions as required.
- To attend weekly Catering Meetings.
- To contribute towards the goals and targets of the department.

General

- Establish and maintain excellent relationships with Fellows, students, staff, clients and suppliers.
- To manage competing demands for facilities, in collaboration with the Conference and Events Manager.
- Be proactive in ensuring the environment is clean and well presented, reporting any issues regarding maintenance, H&S, and housekeeping.
- Follow all College Health and Safety Guidelines.
- Attend any training courses.
- To undertake any reasonable request made by the Conference and Events Manager or a member of the College senior management.

Please Note: The above is not an exhaustive description and other requirements may emerge as necessitated by changing roles within Magdalene College and its overall objectives.

Key Contacts

Internal

- Head of Catering, Buttery Manager and Head Chef
- Head of Operations, Housekeeping Manager and College Porters
- Accounts Team

- IT Department
- Accommodation Coordinator
- Heads of Department
- Members of the Fellowship
- Students

External

- Clients and suppliers

Person Specification

The following criteria are appropriate to this post:

Knowledge and Experience

- Experience of working in the Events or hospitality industry is essential as is knowledge of event management.
- Experience of working in a customer-facing role
- An understanding of Universities and/or Higher Educational establishments is highly desirable.
- Excellent IT skills and the ability to learn new systems are essential.
- Proficient in handling numerical data and managing invoicing processes accurately and efficiently.

Qualifications and Education

- Educated to A Level standard or equivalent.
- Sales and/or customer care training are desirable.

Personal Skills and Abilities

- Highly developed customer care skills and a desire to go that extra mile.
- A desire to provide an excellent service to all end-users and ensure high standards are met.
- Excellent organisational and time management skills along with a confident manner and a friendly approach.
- The ability to communicate effectively at all levels, have high standards of accuracy and literacy.
- Confident in working independently as well as part of a team.
- Be flexible in their approach; (out of office hours and weekend work is necessary).
- Enthusiasm, initiative, tact, and diplomacy are key skills for this role.
- Be able to work under pressure in a calm manner and remain focused.

Remuneration and Benefits

Remuneration

The salary is £28,660 per annum for a 36.25-hour week. This amount is before the cost-of-living increase applied each August.

Hours of Work

The post is for 36.25 hours a week worked mainly Monday to Friday. Some weekend work may be required at peak times.

Holidays

The College offers full time members of staff 33 days leave a year, including bank holidays. This is pro-rata for those who are not full time.



Pension

The post holder will join the College's auto enrolment pension scheme with generous additional contribution options on completion of probationary period.

Probationary and Notice Period

There will be a six-month probationary period. Upon successful completion of the probationary period, the notice period will be two months.

How to Apply

Please download and complete both parts of the application form from the College website at www.magd.cam.ac.uk/about/vacancies/non-academic.

Send your completed application by email to the HR Manager, Hannah Millward, at hr@magd.cam.ac.uk.

The College postal address is:

HR, Magdalene College, Magdalene Street, Cambridge CB3 0AG

Enquiries

Further enquiries about your application may be made by email to hr@magd.cam.ac.uk.

Closing Date 1st August 2025





MAGDALENE COLLEGE CAMBRIDGE

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