



UCS Facilities

JOB DESCRIPTION

UCS FACILITIES – Events and Communications Manager (Full time)

University College School (UCS) is one of the top independent schools in the UK. Operating as three linked schools at separate sites in Hampstead, it educates 1100 students from age 4 to 18. The main aims of the school are the pursuit of academic excellence with a strong ethos of independent thought and individual judgment. For further information about UCS, refer to our website www.ucs.org.uk

The School has improved revenue generation from spare capacity through the auspices of a wholly owned not-for-profit trading subsidiary company, UCS Facilities. Trading activities are overseen by the UCS Facilities Office, which manages the operation of a health and fitness club (“UCS Active”) a sports/swimming pool complex and on letting any spare capacity in school buildings and facilities for social and business use. UCS Facilities wishes to appoint an Events and Communications Manager as a key member of the Facilities Office. For further information about UCS Facilities, refer to our websites www.ucsactive.org.uk/ (for our sports club / Fitness facilities) and <https://ucseventsandconferences.org.uk/> (for Events and Conferences).

Location

The Senior School is located within easy walking distance of Finchley Road (Metropolitan and Jubilee lines), Finchley Road & Frognal (Overground), Hampstead (Northern line) and West Hampstead (Thameslink) stations. Staff are encouraged to use public transport, although limited car parking may be available on site.

The events manager will be required to work at any four of the foundation sites, if an Event or Job purpose requires it.

1 JOB DETAILS

Job Title: Events and Communications Manager – UCS Facilities, 40 hours per week, may include early mornings, evenings and weekends. This will only apply when the ECM is required to be present at an event.

2 JOB PURPOSE

To assist in the development, coordination and delivery of several key managerial / operational areas of the business. The main aim being that within the context of policy requirements and legal obligations, all business expectations are exceeded and to show an active commitment to continuous improvement to ensure the long-term success of UCS Facilities.

Specific goals are:

- (a) That through the delivery of exceptional service standards, you will maximise event usage and enhance customer communication.
- (b) To assist in creating a supportive and challenging environment that recognises the importance of all individuals in contributing to the success of the team.
- (c) That through the delivery of exceptional standards, you will endeavour to enhance hires experiences of all event use on offer at UCS.

3 DIMENSIONS

The Events and Communications Manager Reports to the Commercial Director.

4 KEY RESULT AREAS

Under the Health and Safety at Work Act 1974 we each have a responsibility to ensure a safe working environment for everyone who comes within our working environment. As well as taking a proactive role in ensuring this, the Events and Communications manager will be expected to:

MARKETING AND SALES

- Assist with the continued development in marketing initiatives for all aspects of UCS Facilities in order to attract new clients / hirers whilst at the same time satisfying existing clients and ensuring maximum retention in all areas.
- Lead and manage in the promotion of new incentive campaigns and to maximise sales opportunities through generation and conversion of quality ideas via trends of event hire throughout facilities.
- Assist the Commercial Director by continually seeking new ways to generate revenue and control costs to maximise profitability across UCS facilities.
- Assist the Commercial Director in the promotion and publication of regular communications, including the promotion and publication of information and newsletters relevant to UCS Facilities.
- Ensure the delivery of an outstanding standard of customer care and service, including After-Sales care, through positive communication and regular Customer feedback.
- Maintain UCS Facilities web sites and social media outlets

ENHANCING EVENT AND FACILITY USEAGE

- Maintain and manage a competent and effect booking system for ongoing facility hire at any of the UCS sites. Emphases will be placed on the larger areas (Great Hall, Refectory and Sports Pavilions).
- To facilitate the need for additional staffing required as Events and facility usage grows.
- Laisse with potential hires in regards to expansion of usage of facility for Events.
- To be present when managing large external events within UCS Facilities. Typically, these events will be during evenings or weekends.

FINANCIAL

- Administration of the Foundations booking software systems to ensure an up to date event/ facility database for UCS facilities and all aspects of Hire payments and debts, to include meeting monthly deadlines.
- Issue all invoices and record receipt of all payments for any aspect of UCS Events.
- Manage and prepare all contracts and licences in regards to events within UCS Facilities. To ensure full compliance to the contract agreement and to ensure all payments are received on time and in accordance with the agreement.

CONTRACTS AND CONTRACTORS

- Ensure all contractors on site are compliant, fully vetted and, if working during school hours, DBS cleared.
- Maintain and update Events and facility policies and procedures. Ensuring Risk assessments and health and safety documentation are kept up to date in line with facility usage.

REQUIREMENTS FOR THE POSITION

- Experience of the Events industry or similar customer focused service industry.
- Experience in event planning and event management.
- Excellent customer service.
- Cheerful, outgoing personality with a commitment to the highest standards of customer service.
- Proven ability to problem solve and overcome challenges.
- Dependable, self-starter with initiative common sense and willingness to take responsibility.
- Good IT literacy and knowledge of office management procedures.
- Proven organisational skills – plans, organises, prioritises in a productive manner and successful experience in implementing changes.
- Staff management and / or personnel administration skills
- Strong ability to multitask.
- Ability to engage collaboratively within a team involved in the many different aspects of the UCS Facilities office