Clare College

Job Description

Job Title: Support Services Assistant

Reports to: Conference and Events Manager

Hours of work: Your hours of work are normally 37.5 hours spread over 5 days, in any 7, on a flexible shift basis. These times include a one-hour unpaid lunch break. You are also entitled to a coffee/tea break mornings and afternoons. Shift times and days of the week worked will vary to meet College requirements and will include some evening and weekend working during our peak times. Overtime will not normally be paid, although time off in lieu is allowed. Meals in College are only available when the College kitchens are open.

Place of Work: You will work at any of the College's three sites: Old Court, Memorial Court and The Colony or outlying locations. Your office will be in Memorial Court where you will report for duty each day. The office will be equipped with a computer terminal, printer and storage for work records.

Your main responsibilities will include but are not limited to the following duties:

- Set-up conference meeting rooms according to conference requirements. This will include the laying out of furniture and the provision of audio-visual equipment as well as ensuring the rooms are clean and tidy.
- Act as the first point of contact to, both internal and external, conference organisers, setting up their presentations and AV equipment and regularly liaising with the organiser both prior to the booking and throughout their event, to ensure all their needs are met and the event runs smoothly.
- Service all conference meeting rooms with water, glasses, writing pads, pencils etc. Ensuring rooms are checked each refreshment break and lunch time for any extras that may be required.
- Assist with the reception of guests including providing information, directing to rooms and acting as a central information point for all conference attendees. This will involve liaising with other departments within the College and attending closely to the needs of conference organisers and delegates.
- To assist with all aspects of administration and organisation of conferences, events and internal events. This will involve general clerical duties and using a computerised room booking system, word-processing and other IT skills. Duties will include dealing with enquiries; inputting bookings onto the College computerised booking system and liaising with conference organisers, staff, Fellows and students.
- Assist with the administration and maintenance of the College telephone system.

Supervision of Audio-Visual Aid Equipment

- Provide audio visual equipment support to both College and external event organisers.
• Daily monitoring of the Forum database for requests for the provision of audio/visual equipment for conferences or meetings and arrange for the equipment to be provided, as requested, and returned to store after use.
• Ensure that all audio-visual equipment is in good working order. This will include routine maintenance, such as replacing bulbs and scheduled filter cleaning, as well as demonstrating the use of such equipment to College staff, Fellows, students, conference delegates and organisers.
• Maintain an inventory of all audio-visual aid equipment available in the College and allocate ID numbers, which will be displayed on the items of equipment.
• Maintain all audio-visual stores in a tidy and safe state.

Movement of Heavy Articles

• Undertake the movement of bulky, awkward or heavy items as necessary in, or between, the College sites. Strict observance must be given to Health & Safety legislation and advice regarding Manual Handling.
• Liaise with the Porters' Lodges to ascertain bulky, awkward or heavy items that have been delivered and need to be moved or are awaiting collection and need to be stored temporarily. Organise movement as necessary.

Setting Up Meeting Rooms:

• Monitor the Forum database for requests for the setting up of meeting rooms with tables, chairs, and other equipment and set up as necessary and return to normal layout after use.
• Liaise with staff within the College, as well as conference delegates and organisers as directed by the Conference and Events Manager.

Assistance to the Housekeeper

• Move items of furniture from storage or other rooms or designated locations for conference guests etc. and return items to normal layout after use.
• Assist the Housekeeping staff with the movement of heavy loads such as beds and furniture.
• Maintain all furniture storage areas in a tidy and safe state.

General

• To encourage the observance of the College rules set out in the Staff Handbook
• To adhere to Health and Safety rules and regulations.
• To support team members in achieving high standards of service in relation to all of the tasks listed above
• To undertake such other duties as may reasonably be required in this position.