Clare College

Founded in 1326, Clare College is the second oldest of the 31 constituent colleges of the University of Cambridge and is also regarded as one of the most progressive and informal. It is known as a College which combines academic distinction with a welcoming, forward-thinking and inclusive ethos.

Clare was one of the first English foundations to provide for teachers and students in the same community, beginning a tradition characteristic of higher education down to the present day. The College has a deep and long-standing commitment to widening participation, diversity and inclusion. In 1886, it established a mission in Bermondsey, south London, to provide education and relief for the poor. In 1964, the College established a daughter institution, Clare Hall (which subsequently became an independent foundation), to support the growth of post-graduate education and to provide a home for visiting scholars. In 1972, Clare College became one of the first three colleges in Cambridge to become co-educational. In 2000, Clare was one of the first colleges in Cambridge to launch a dedicated access and outreach programme, and it has won praise for the transparency of its admissions process. Clare’s aim is to inspire students to achieve their full potential. Around two-thirds of the undergraduates come from state schools.

Located in the heart of Cambridge city centre, close to many University faculties and departments, the College is extraordinarily beautiful and famed for its gardens on ‘the Backs’ (the backs of the colleges that line the River Cam)

Clare’s Old Court, a 17th-century Grade I listed building, is the centre of the College and is unique among the ancient Cambridge colleges in having maintained its architectural integrity. The oldest of Cambridge’s bridges leads from Old Court over the river to Memorial Court, home to the College Library, and Lerner Court (opened in 2009).

The College is a community of more than 500 undergraduates, 180 graduate students, and 100 Fellows (senior members), in every academic discipline, supported by over 100 professional services staff. There are over 8,500 alumni including such notable figures as David Attenborough, Vivienne Faull, Skip Gates, Matthew Parris, Robin Ticciati, Mark Walport, and many others.

The College is committed to providing small-group teaching through the supervision system and to delivering excellence in education at both undergraduate and postgraduate levels, while maintaining pastoral support through the tutorial system. Clare students also pursue a wealth of other interests beyond their course. Clare is known as one of the most musical colleges in Cambridge – its choir has performed all over the world – while students also participate in a range of sports, arts, and other activities. Clare alumni have forged successful careers in every field, prepared and inspired by their time at the College. For further information about the College, please visit www.clare.cam.ac.uk.
The purpose of the Conference and Events Manager is to co-ordinate, grow, and manage the conferencing services to our academic community and external customers.

The Conference and Events Manager will be responsible for all aspects of the conference operations to ensure a smooth, efficient service is delivered at a consistently high level while maximising the surplus returned to College. They will manage budgets, ensure compliance within legislative requirements and environmental sustainability.

The aim is to optimise surplus generation whilst being mindful of the College’s prime function as a place of education, learning and research, and a place of residence for students. The Conference and Events Manager will line manage members of the conferencing and support services teams and report to the Director of Hospitality.
Main duties and responsibilities

General Responsibilities

- Work closely with key stakeholders to maximise the surplus from external conferencing while being mindful of College’s prime function.
- To fully comply with all the College’s policies including equality of opportunity and data protection.
- Oversee the management and administration of the conferencing and events team.

Team Leadership

- Be a proactive and positive member of the operational leadership team.
- Inspire the team to develop, grow and have fulfilling careers.
- Drive high levels of productivity.
- Organise, lead, and motive the teams to develop professional service standards and ensure that staff are contributing to high quality service delivery.
- Monitor staffing levels across department, continually reviewing service offering to deliver improvements and increase customer satisfaction.
- Ensure effective retention and resourcing processes are in place.

Special Delivery

- Demonstrate first class service delivery.
- Plan and balance the needs of internal and external stakeholders to ensure all College and client requirements are met, working flexibly at evenings and weekends as required.
- Ensure that strong effective working relationships are maintained with colleagues in other departments, particularly Tutorial, Facilities Management, Porters and Bursary.
- Produce and embed standard operating procedures for service delivery at all events.
- Train and coach team members on service delivery standards.
Main duties and responsibilities

Business generation

- Working with the Director of Hospitality to continue to grow the strong commercial income stream, making best use of existing resources
- Monitor and adjust conference pricing to ensure the College remains competitive and profitable
- Manage marketing for the College’s conference facilities externally.
- Work with the Communications Manager to utilise social media platforms to assist revenue generation
- Develop and maintain long term relationships with repeat clients

Financial Management

- To take budgetary responsibility for the performance of the Conference area
- To apply rigorous, cost control to the budget, set innovative pricing strategies and adopting an approach of continuous improvement of service and costs

Environmental sustainability

- Develop, implement and enable improvements within environmental standards where possible

Governance and compliance

You will lead, develop and implement a culture of safety and where current practice or legislation require, to create systems which ensure that the department operates to the best industry safety standards.
As a minimum, the following is required:
- An induction training plan for new members and agency staff including safeguarding checks and training.
- Full implementation of the College HACCP procedures and record keeping
- Annual training for the team
# Person specification

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<th>Criteria</th>
<th>Description</th>
<th>Essential or Desirable</th>
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| Qualifications/Experience | • Degree in hospitality management or equivalent  
• OIT competent notably including Microsoft Office  
• Exceptional knowledge of standard hospitality practices and procedures  
• Chartered Institute of Marketing qualification                                                                                                               | D E E D               |
| Skills                    | • Good organisational skills and ability to prioritise workloads and achieve deadlines.  
• Excellent managerial skills and the ability to lead, motivate, and communicate with staff members  
• Solid knowledge of customer service and the ability to resolve conflict in a calm and professional manner  
• Experience in controlling budgets                                                                                                                             | E E E E               |
| Personal attributes        | • Must be able to work effectively in a team environment whilst demonstrating leadership  
• Establish and maintain a good working relationship with colleagues  
• Ability to deal with people professionally, politely and sensitively at all levels both verbally and in writing  
• An eye for detail                                                                                                                                             | E E E E               |
Terms and conditions

Salary

This is a full-time role. Remuneration will be between £41,732 and £45,585 pro rata depending on experience. Confirmation in role will be subject to satisfactory completion of a six month probationary period, which will include demonstrable progress towards achieving conference income targets.

The salary increases annually with the cost of living and will be subject to periodic review, benchmarked against equivalent roles in other Cambridge colleges.

Pension

The role holder will be eligible to join the College’s contributory pension scheme after three months’ service.

Holidays

The role-holder is entitled to 26 days’ holiday per year, plus public holidays.

Other benefits

Eligibility for a free parking space in College.
Clare staff are entitled to a free lunch in College on working days.
Clare College is a non-smoking environment.
Clare College is an Equal Opportunities Employer.

Any offer of employment will be made subject to references.
Please apply by submitting a copy of your CV and a covering letter highlighting your suitability for the position to Sally Hewings, HR Manager, at sh435@clare.cam.ac.uk.

The closing date for this position is 23:59 BST on 22nd March 2024 and interviews will be held shortly afterwards.