

The Royal College of Emergency Medicine

Patron: HRH The Princess Royal

**7-9 Breams Buildings
London
EC4A 1DT**

Tel +44 (0)207 404 1999
Fax +44 (0)207 067 1267
www.rcem.ac.uk

Post Title: Venue Support Officer

Reports to: Events Manager

Accountable to: Deputy Chief Executive

Key working relationships: Office Manager, Other College staff, College Officers and members, external clients and commercial organisations

Grade: H

Salary: £24,200

Job purpose:

This role will provide excellent facilities support and venue management for Octavia House, the College's Education Centre to ensure high standards of service are maintained throughout the building. The role of Venue Support Officer is central to activity at Octavia House and will support colleagues in the delivery of internal and external events, examinations and meetings by effective client liaison and venue management.

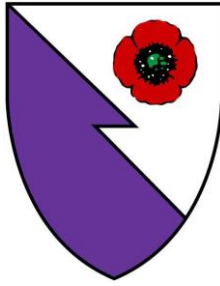
Key responsibilities:

To:

- Manage client liaison with external room hirers including sales, contract management, catering and invoicing, forging strong relationships to encourage repeat business
- Acting as the initial point of contact for all venue sales enquiries, confirming availability, arranging and delivering show-rounds and making provisional bookings in the events diary.
- Liaising with clients, suppliers and colleagues to ensure operation requirements are coordinated
- Maintain room hire calendar for Octavia House, liaising with Examinations and Events Teams to ensure delivery of key internal activities
- Preparing quotes and proposals for clients and ensuring all enquiries are followed up promptly and professionally to maximise conversion rate from enquiry to booking confirmation.
- Ensuring all venue hire bookings are accurately contracted and invoiced prior to the event and any additional items invoiced in a timely manner.
- Work as part of the Events and Facilities Team providing facilities, premises and office management including key holding duties

Excellence in Emergency Care

*Incorporated by Royal Charter, 2008 VAT Reg. No: 173205823
Registered Charity number 1122689 Scottish Charity number SC044373*



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- Provide reception cover, assisting as required with visitors to the College including external clients
- Ensure adherence to insurance, legal, health and safety obligations

Other

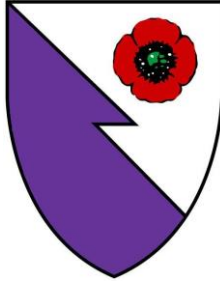
- Maintain documentation of administrative processes relevant to the post
- Work collaboratively with colleagues to coordinate procedures and share best practice
- Contribute to the continued development of the College's IT Systems and participate in project boards as required
- Manage external contracts ensuring good governance and value for money
- Oversee a delegated budget to deliver agreed areas of responsibility within identified financial constraints
- Arrange for appropriate archiving and destruction in accordance with data protection legislation
- Participate in training and personal / organisational development activities
- Undertake such other tasks as may be reasonably expected within the scope and grade of the post at the request of College Management to ensure College objectives are met

Person specification

Essential	Desirable
Qualifications	
<ul style="list-style-type: none"> • Good general education and educated to GCSE or equivalent. • A* - C grade at GCSE maths and English, or equivalent 	<ul style="list-style-type: none"> • Evidence of continuing personal development
Practical experience	
<ul style="list-style-type: none"> • Developed organisational skills with the ability to provide comprehensive support 	
Skills and Abilities	
<ul style="list-style-type: none"> • Good interpersonal, communication and organisational skills • Attention to detail • Ability to prioritise and work to tight deadlines • Numeracy • Initiative, self-motivated and innovative • Team player with evidence of collaborative working • Professional manner and appearance • Ability to work independently 	Computer literate: <ul style="list-style-type: none"> • Word processing – Word • Spreadsheets – Excel

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| <ul style="list-style-type: none">• Ability to remain calm under pressure• Ability to multitask• A commitment to upholding the organisational values | |
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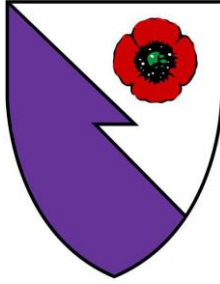
Working for the Royal College of Emergency Medicine

An example of current benefits provided, subject to eligibility requirements, is provided below and is not contractual:

Salary	Grade H (appointments are usually offered at the first point of the scale)
Hours	35 hours a week on a monthly rota basis. Usual office hours are 09:00-17:00 but the post-holder will be required to provide out of hours support between 07:00 and 19:00 on a regular basis.
Place of work:	The post-holder will be based at the College's Education Centre, Octavia House, 54 Ayres Street, London, SE1 1EU but may be required to attend meetings and other events at the College's HQ, 7-9 Breams' Buildings, London, EC4A 1DT
Probation Period	Six months
Annual Leave	25 days per annum plus bank holidays. One extra day given for each five years of service to a maximum of 30 days
College Closure Days	Details of additional College holiday closures are published annually
Pension	Employer contribution of 10% on completion of probationary period
Interest free ticket loan	Interest free loans of completion of probationary period
Maternity Pay	Enhanced maternity pay with up to eight weeks at full pay and 18 weeks at half pay
Paternity Pay	Two weeks full pay

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COLLEGE POLICIES AND PROCEDURES

The post holder is expected to follow all College policies and procedures covered in the College HR manual.

CONFIDENTIALITY

All employees are under an obligation to ensure that any information that he or she has access to, relating to RCEM business is kept confidential.

HEALTH AND SAFETY

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

RISK MANAGEMENT

All staff have a responsibility to report all accidents or incidents promptly and when requested to co-operate with any investigation undertaken.

EQUAL OPPORTUNITIES

The Royal College of Emergency Medicine is committed to its equal opportunities policy and it is the duty of every employee to comply with the detail and spirit of the policy.

ADDITIONAL INFORMATION

This job description is intended to provide a broad outline of duties that may be required and is not intended to be exhaustive. It is subject to review and amendment in consultation with the post holder in order to reflect changes in the pattern, organisation and development of the services required.

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