



Job Description

Job Title: Conference and Events Assistant

Closing date: Friday 22nd March at 5pm

- 1. Job title:** Conference and Events Assistant
- 2. Reports to:** Event Manager and Directors
- 3. Job summary:** The primary focus of this role is to support the administration of conference and events business within Crumlin Road Gaol. This is a crucial role in ensuring the effective and efficient provision of client services at Crumlin Road Gaol.
- 5. Key relationships:** Customers, Staff and DfI
- 6. Hours:** Full time | Job requires irregular hours including late evenings, midnights, early mornings and weekends. Flexible hours are an essential part of the role.
- 7. Salary** £18,000 per annum. Crumlin Road Gaol provides FREE on site car parking.

Key Duties

This role is vital to the success of the Conferencing and Events hosted at Crumlin Road Gaol and will contribute significantly to ensuring a good client experience and encouraging repeat custom.

You will be one of the first points of contact in person and on the telephone for clients looking to host their event at Crumlin Road Gaol.

You will be responsible for:

- Responding to enquiries for events & conferences at Crumlin Road Gaol, via email, telephone and in person.
- Acting as a first point of contact for customers calling the jail with event enquires
- Completing weekly catering and event set up reports and ensuring these are kept up to date
- Completion of quotations and booking forms for confirmed clients
- Conducting site visits for clients/suppliers
- Issuing deposit and final invoices for conferences and events
- Answering telephone calls to the Jail's main line
- Overseeing small conferences including AV support and small amount of physical labour i.e. adding in tables, additional chairs etc.

- Ensuring the team office runs smoothly including accurate filing and archiving, maintaining stationery and other supplies, distribution of post
- Ability to step into other areas of the business in case of sickness etc.
- Friendly, helpful and professional communication and interpersonal skills when dealing with colleagues, supervisors and customers.
- The highest standard of service and cleanliness must be maintained at all times, with pride being shown in work.

The above list is not exhaustive and the role will include other duties not detailed here.

Essential Requirements:

- Educated to GCSE level (or equivalent) including maths & English
- At least 1 years relevant experience working in similar environment
- Proven ability to use own initiative and prioritise workload
- Previous customer service experience
- Ability to work flexibly regarding working hours (late evenings, early mornings and weekends)
- Ensure a high quality service is provided to all staff and clients.
- Excellent communication and telephone skills
- Handling complaints and liaising with guests
- Strong organisational skills and good attention to detail
- Strong IT competencies including Microsoft Office suite

Desirable Criteria

- One year's event administration experience
- Events/admin qualifications

Additional Information:

The ideal applicant will have a flexible, friendly, professional and 'can do' attitude.

Crumlin Road Gaol Visitor Attraction and Conference Centre expect all employees to work as a team in a friendly and professional environment. During busy periods we will require all employees to contribute in other areas of the business to ensure a smooth and professional service is delivered.