Job Description and Selection Criteria

<table>
<thead>
<tr>
<th>Job title</th>
<th>Conference and Events Assistant</th>
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</thead>
<tbody>
<tr>
<td>Division</td>
<td>Mathematical, Physical and Life Sciences</td>
</tr>
<tr>
<td>Department</td>
<td>Mathematical Institute</td>
</tr>
<tr>
<td>Location</td>
<td>Andrew Wiles Building, Radcliffe Observatory Quarter, Woodstock Road, Oxford, OX2 6GG</td>
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<tr>
<td>Grade and salary</td>
<td>Grade 4: Salary £21,585 - £24,983 p.a.</td>
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<tr>
<td>Hours</td>
<td>36.5 hours per week</td>
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<tr>
<td>Contract type</td>
<td>12 months Fixed-term</td>
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<tr>
<td>Reporting to</td>
<td>External Relations Manager</td>
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<tr>
<td>Vacancy reference</td>
<td>135791</td>
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<tr>
<td>Additional information</td>
<td>This position is subject to a 3 month probationary period.</td>
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</table>

The Appointment

These are exciting times for Mathematics in Oxford. With the move to a new building we have integrated all our work on to one site. Moreover, the new building has not only enabled the department to host an increased number of mathematical research workshops and conferences, but also provides the wider University with a purpose-built conference and events facility with three main lecture theatres with capacities of 363, 210 and 110 respectively as well as further seminar rooms and classrooms. These facilities have established us as a premier conference and events venue in the University and are generating vital income for the Institute. As we have grown so we need to sustain and develop the business and in particular to support our increasing out of hours business.

The Role

The Conference and Events Assistant will provide crucial support in all aspects of event service and administration, including outside the core hours of 9am-5pm during weekdays and at weekends. The role requires all the key skills of events administration and customer service.
The Conference and Events Assistant will be both client-facing and back-office support for the business.

The role will report to the External Relations Manager.

**Responsibilities/Duties**

1. **Preparation in advance of each Event**

   In line with our process and timeline map, ensuring that the requirements for each event are established in advance, including, for example, AV requirements, catering, and facilities support. Above all the post would establish clear and regular contact with each client from the moment of booking to the day of the event. Each event has a designated lead person from the team.

2. **Acting as first point of call on the day of each Event**

   Greeting clients, ensuring that signage and rooms are satisfactory, AV and IT systems are working, directing delegates, being immediately available should the client require further support and proactively checking at regular points during the day.

3. **Acting as a first point of contact for enquiries for the Conference and Events team**

   Responding to telephone and email enquiries, providing core information to the enquirer and liaising with the Conference and Events team to action as appropriate.

   Also on occasions providing back-up support for Reception when required to ensure that the first point of contact for the Department maintains the highest customer service standards and supports the Conference and Events function.

4. **Managing the administrative systems for Conferences and Events**

   Ensuring that all enquiries and bookings are entered accurately on to the events management system and connected documents, and that the process map is followed in an accurate and timely manner, e.g. contracts and deposit requests are issued on time, and catering details requested and entered on to the Planon system.

   Liaising with catering and finance to ensure that this information is conveyed to them in a timely and manageable way and any changes are incorporated.

   Keeping records of current and forecast income and expenditure up to date to enable the External Relations Manager to make accurate projections of future income and costs.

5. **Providing consistently high-level customer service**

   The External Relations Team is committed to high levels of Customer Service. This post is not only expected to share and develop that commitment, ensuring that clients experience the best support possible, but it also has an important role to play in ensuring that all support staff share the same vision, notably the Estates and catering staff. This role is the eyes and ears of Customer Service.

6. **Undertaking any duties relevant to the development of the Conference and Events business**
Conference and Events is an expanding business and there is a constant need to gather data about the market, our competitors and our colleagues across the University as Oxford develops as a conference venue of choice. This role will play a part in that research and those relationships.

7. Having a flexible attitude to the business of Conference and Events

This is a demanding role that requires regular out of hours work. It will require flexibility of attitude as well as hours, adapting to the changing needs of clients. Our key selling-point is our flexibility.

Selection criteria

The successful applicant will be expected to have some or all of the following:

- Administrative experience in a complex organisation preferably in Events administration.
- Evidence of dealing with a wide range of clients and delivering excellent customer service.
- Excellent IT skills and evidence of the ability to learn office systems quickly.
- Willingness to work flexibly and independently, both in working-hours (many of which will fall outside the normal working day) and in accordance with quickly changing demands.
- Good organisational skills and the ability to deal with conflicting priorities.
- Enthusiasm for working in a growing business, willing to make suggestions and recommendations.
- Excellent budgeting skills.
- Attention to detail and accuracy.
- Excellent verbal, presentational and written communication skills.
- An understanding of Oxford and Oxford Mathematics and an ability to project both in an engaging manner.

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford’s researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual’s unique contribution.
While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe’s most entrepreneurial universities. Income from external research contracts in 2016/17 exceeded £564m and we rank first in the UK for university spin-outs, with more than 130 companies created to date. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information please visit [www.ox.ac.uk/about/organisation](http://www.ox.ac.uk/about/organisation)

**The Mathematical Institute**

The Mathematical Institute, as Oxford’s Department of Mathematics is known, is one of the leading mathematics departments in the world. Our mathematical research, impact and environment were all ranked first in the UK in the 2014 Research Excellence Framework exercise, a government review of research in all UK universities. The Mathematical Institute is the focus of research into both fundamental mathematics and its applications, and our inclusive nature and overall size are key factors in the provision of an outstanding research environment for our members. The large number of faculty, postdocs and students in the Mathematical Institute, all supported by excellent facilities, allows us to maintain a critical mass in research groups encompassing a wide spectrum of mathematics, while our integrated nature fosters collaboration between fields. We also host a large number of academic visitors. Our web pages ([www.maths.ox.ac.uk](http://www.maths.ox.ac.uk)) provide comprehensive information about all of our activities.

The research activities of the Institute as a whole can be gauged from the web pages of the research groups and centres within the Institute ([www.maths.ox.ac.uk/research](http://www.maths.ox.ac.uk/research)). The range of our research interests is well reflected by the profile of our faculty as listed at [www.maths.ox.ac.uk/people](http://www.maths.ox.ac.uk/people). Many members of the Institute have received prestigious prizes and other special recognition for their work; some recent examples can be found at [www.maths.ox.ac.uk/news/awards-and-prizes](http://www.maths.ox.ac.uk/news/awards-and-prizes).

The Mathematical Institute moved into the purpose-built Andrew Wiles Building in the University’s Radcliffe Observatory Quarter in September 2013. As well as providing offices for all staff and graduate students, it houses a range of other facilities available to members of the department, including the Whitehead Library, a large range of meeting rooms, teaching spaces, lecture rooms, and social spaces, and a small facility for carrying out table-top experiments. For more information, see [www.maths.ox.ac.uk/about-us](http://www.maths.ox.ac.uk/about-us).

Teaching is central to the life of the Mathematical Institute and we have an annual intake of approximately 300 undergraduates, some on courses jointly with other departments. We admit 100 students each year across five taught master’s degree courses and have over 230 doctoral students in residence at any one time. Our doctoral programme always attracts the best research students from across the world, and we have a broad mentoring and training programme. Our provision expanded in 2014 following the award of two EPSRC-funded Centres for Doctoral Training.

The Mathematical Institute strives to ensure that all staff and students are given the opportunities and support they need to achieve their potential. We are committed to equality of opportunities and to advancing women’s careers. We support staff returning from long-term absence and provide flexible arrangements for staff with parental responsibilities. Further information about family support can be found in the Standard Terms and Conditions. Our
Good Practice Committee\(^1\) contributes to many aspects of our work, see the link at www.maths.ox.ac.uk/members/good-practice.

As part of the department's commitment to openness, inclusivity and transparency, we strongly encourage applications from all who consider they meet the requirements of the post, and particularly from women and ethnic minorities.

**MPLS Division**

The university’s Division of Mathematical Physical and Life Sciences contains departments that span the full spectrum of the mathematical, computational, physical, engineering and life sciences. Between them, they undertake a huge range of fundamental research and develop application that respond to the great societal and technological challenges of our time. Research across the Division is increasingly interdisciplinary in nature.

MPLS’s scientists collaborate closely with colleagues in other Divisions across Oxford, with other universities, research organisations and industrial partners across the globe.

Our senior researchers have been awarded some of the most significant scientific honours (including Nobel prizes and prestigious titles such as FRS and FREng). The Division is equally proud of its tradition of attracting and nurturing the very best early career researchers, many of whom regularly secure prestigious fellowships.

The Division holds six Athena Swan Awards (four silver and two bronze) illustrating its commitment to encouraging women in science research and careers.

For more information visit http://www.mpls.ox.ac.uk/about/about-mpls-division

**How to Apply**

Before submitting an application, you may find it helpful to read the ‘Tips on applying for a job at the University of Oxford’ document, at www.ox.ac.uk/about/jobs/supportandtechnical/

If you would like to apply, click on the Apply Now button on the ‘Job Details’ page and follow the on-screen instructions to register as a new user or log-in if you have applied previously.

You will also be required to upload a CV and a supporting statement. The supporting statement should explain how you meet the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants). Please also provide details of two referees, one should include the applicant's current or most recent employer, whenever possible and indicate whether we can contact them now.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

\(^1\) The Mathematical Institute was a founding supporter of the London Mathematical Society’s Good Practice Scheme (www.lms.ac.uk/women/good-practice-scheme) and have recently been awarded an Athena SWAN silver award.
Please upload all documents as PDF files with your name and the document type in the filename quoting reference number 135791.

All applications must be received by 12:00 noon UK time on Friday 3rd August 2018

**Information for priority candidates**

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing departments.

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments)

Should you experience any difficulties using the online application system, please email recruitment.support@admin.ox.ac.uk. Further help and support is available from www.ox.ac.uk/about_the_university/jobs/support/. To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will be notified of the progress of your application by automatic emails from our e-recruitment system. Please check your spam/junk mail regularly to ensure that you receive all emails.

**Important information for candidates**

**Pre-employment screening**

Please note that the appointment of the successful candidate will be subject to standard pre-employment screening, as applicable to the post. This will include right-to-work, proof of identity and references. We advise all applicants to read the candidate notes on the University’s pre-employment screening procedures, found at: www.ox.ac.uk/about/jobs/preemploymentscreening/.

**Data Privacy**

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University’s Privacy Notice for Job Applicants at: www.admin.ox.ac.uk/council/sec/compliance/gdpr/privacynotices/job/. The University’s Policy on Data Protection is available at: www.admin.ox.ac.uk/council/sec/compliance/gdpr/universitypolicyondataprotection/.

**The University’s policy on retirement**

The University operates an Employer Justified Retirement Age (EJRA) for all academic posts and some academic-related posts. From 1 October 2017, the University has adopted an EJRA of 30 September before the 69th birthday for all academic and academic-related staff in posts at grade 8 and above. The justification for this is explained at: www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+/.
For existing employees, any employment beyond the retirement age is subject to approval through the procedures: www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+.

From 1 October 2017, there is no normal or fixed age at which staff in posts at grades 1–7 have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

**Equality of Opportunity**

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.
Benefits of working at the University

**University Club and sports facilities**
The University Club provides social, sporting and hospitality facilities. It incorporates a bar, café and sporting facilities, including a gym. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See: [www.club.ox.ac.uk](http://www.club.ox.ac.uk) and [www.sport.ox.ac.uk/oxford-university-sports-facilities](http://www.sport.ox.ac.uk/oxford-university-sports-facilities).

**Information for international staff (or those relocating from another part of the UK)**
If you are relocating to Oxfordshire from overseas, or elsewhere in the UK, the University's International Staff website includes practical information related to moving to and settling in Oxford such as advice on immigration, relocation, accommodation, or registering with a doctor. See: [www.internationalstaffwelcome.admin.ox.ac.uk](http://www.internationalstaffwelcome.admin.ox.ac.uk/)

**The University of Oxford Newcomers' Club**
The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff to settle into Oxford and to provide them with an opportunity to meet people in the area. See [www.newcomers.ox.ac.uk](http://www.newcomers.ox.ac.uk/)

**Childcare**
The University has excellent childcare services with five University nurseries, as well as University-supported places at many other private nurseries. For full details including how to apply and the costs, see [www.admin.ox.ac.uk/childcare](http://www.admin.ox.ac.uk/childcare).

**Family-friendly benefits**
The University subscribes to My Family Care ([www.admin.ox.ac.uk/personnel/staffinfo/benefits/family/mfc/](http://www.admin.ox.ac.uk/personnel/staffinfo/benefits/family/mfc/)) and staff are eligible to register for emergency back-up childcare and adultcare services, a 'speak to an expert' phone line and a wide range of guides and webinars through a website called the Work + Family space.

**Disabled staff**
We are committed to supporting members of staff with disabilities or long-term health conditions. Please visit [www.admin.ox.ac.uk/eop/disab/staff](http://www.admin.ox.ac.uk/eop/disab/staff) for further details including information about how to make contact, in confidence, with the University’s Staff Disability Advisor.

**Staff networks**
The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at [www.admin.ox.ac.uk/eop/inpractice/networks/](http://www.admin.ox.ac.uk/eop/inpractice/networks/)

**Other benefits**
Staff can enjoy a range of other benefits such as free visitor access to the University's colleges and the Botanic Gardens as well as a range of discounts. See [www.admin.ox.ac.uk/personnel/staffinfo/benefits](http://www.admin.ox.ac.uk/personnel/staffinfo/benefits)