EMMANUEL COLLEGE

Job Description for – Function Room Coordinator

LINE MANAGER – Front of House Manager

BACKGROUND INFORMATION

The busy catering department provides high quality dining for a variety of events both internally and externally. The Function Rooms Coordinator is responsible for cleaning and setting up public rooms* according to the needs of the customer including furniture and technical equipment.

PRINCIPAL RESPONSIBILITIES

To provide a professional standard of service at all times to the customers of the College, both internally and externally and in accordance with instructions as may be issued by the Front of House Manager in connection with a wide variety of duties which include the following:

1. Move furniture between meeting spaces whilst following detailed room set up plans to meet customer requirements or as directed by the Front of House Manager or the Conference Manager.
2. Maintain high standards of cleanliness within all work areas including a program of routine cleaning of all Public Rooms. This will also include routine hoovering of floor areas and soft furnishings and polishing of tables, furniture, doors and other furniture as required.
3. Delivery of customer (both internal and external customers) requirements in terms of the room facilities, ensuring the highest standard of customer service is maintained.
4. Liaise with customers as required during events, where possible anticipating their needs through effective communication and ensuring that all changes are communicated to the Front of House team.
5. Liaise with other College departments including the Conference and Bookings Manager.
6. Take all necessary action, statutory or otherwise in the event of accident, fire, theft, lost property, damage, or other irregularities whilst adhering to Health and Safety Regulations at all times.
7. Competent in the operation, set up and testing of audio visual equipment and the security thereof whilst maintaining an inventory of all equipment under your control.
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8. At all times demonstrate proper care and consideration of equipment and furniture. Report any maintenance requirements, faults or breakages to the Front of House Manager.

9. Operation of services in the Queen’s Building including lighting, heating, air conditioning, blinds and piano lift

10. Provide support to Household Service Team at particularly busy periods i.e. when preparing for the arrival of Summer Schools.

ADDITIONAL DUTIES

a. Observe all recognised safety rules and procedures together with the College Health & Safety Policy (a copy of which will be given to you during your induction) and ensure that reasonable care is taken for your personal health and safety and that of other employees, customers and any other persons on the premises.

b. To ensure at all times that you are performing to standards specified by the College and to deal with any complaints arising from poor performance.

c. To attend training courses as and when directed.

d. To attend departmental meetings as requested.

*PUBLIC ROOMS
The Old Library
The Lower Hall
The Minstrel Gallery
The Upper Hall
Various supervision rooms located around the College site
The Robert Gardner Room
The Thomas Young Room
The Long Gallery and Ante Room
The Queen’s Building (Harrods Room, Timmy Hele Room, Seminar Room, MCR Room)
Camden House Drawing Room and Meeting Room

PERSON SPECIFICATION

- Excellent customer service skills
- Enthusiastic work ethic with a willingness to help others
- Knowledge of AV equipment along with a willingness to learn
- Ability to communicate clearly
- Ability to work as part of a team
- Ability to work diligently using own initiative
- Ability to cope with a varied and demanding workload
- Ability to work under pressure
- Flexible approach to work