



## Job Description

### SECTION 1 – Description

**Job Title:** Conference and Event Coordinator

**Location:** Glasgow.

**Reports To:** Conference and Event Manager

**Grade/ Salary** Grade 3 - £12,820 pro-rata

**Date:** September 2025

**Contract:** 0.5 FTE (17.5 hours per week, averaged across 7 days)

Normal working pattern:

- Monday: full day
- Tuesday: full day
- Wednesday: half day

Flexibility requirement:

The role may occasionally require working early mornings, evenings, or weekends.

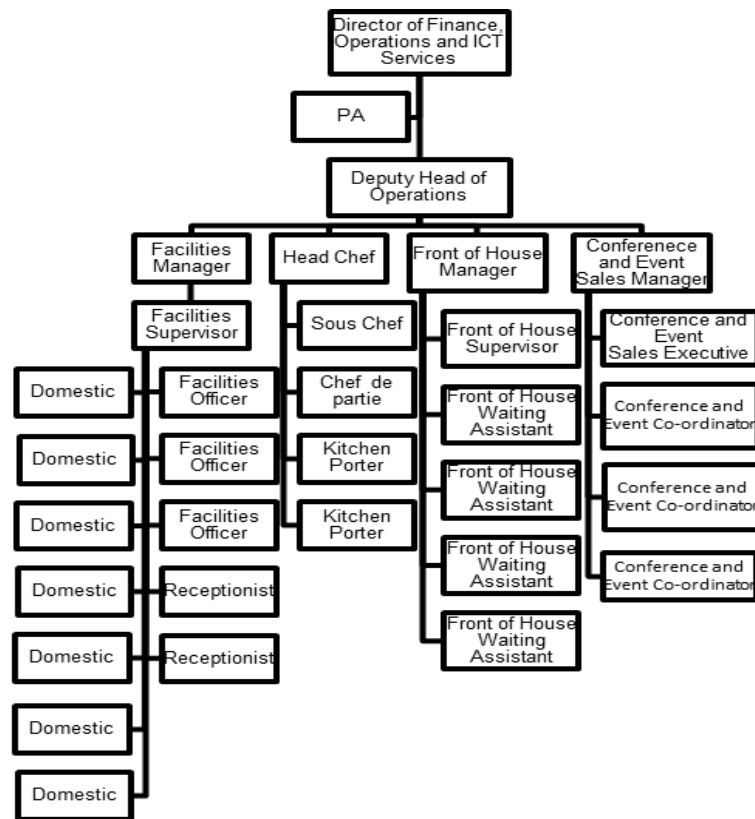
### SECTION 2 - Job Purpose

Reporting to the conference and event manager, the conference and events coordinator is responsible for the efficient planning of all events on behalf of the college. The post holder will interact frequently with internal and external stakeholders, managing our existing client's expectations and build strong relationships with our new clients.

Key aspects of the role include:

- The successful management of all internal and external events for the college and 1599 at the Royal college from initial contact to the conclusion of the event.
- Liaising with external or internal clients to ensure their expectations and needs are met. and where possible, exceeded.
- Providing efficient administration and delivery to all events held in the college.
- Providing comprehensive diary management and effective communication to the wider event operations teams.
- Financial administration and cost recovery for all events.

### SECTION 3 - Organisation Chart



### SECTION 4 – Dimensions

- Over 800 events and meetings per year
- 15,000+ visitors to the College per year
- No staff or budgetary responsibility

### SECTION 5 – Main responsibilities and role

- The post holder will be the key point of contact for all confirmed bookings, managing them from confirmation of booking to post event to ensure events are delivered to the client's satisfaction.

- You will liaise with clients to ascertain their precise requirements and collate final event details in a timely manner, accurately inputting these into the venue management system ahead of the weekly diary meeting.
- Host a weekly diary meeting with internal stakeholders at the college. You will frequently liaise with the catering team, ICT team and the facilities team to ensure all requests can be met.
- Conduct client site visits as and when required.
- Assist with proposals and contracts under the instruction of the conference and events sales executive.
- Manage event administration such as name badges, menus and signage.
- Recommend room layouts and entertainment for approval by the client. Ensure all suppliers work to the event plan and clients are notified promptly of any changes to the plan.
- Identify areas for improvement and liaise with the appropriate people to resolve any issues that may arise.
- Attend and oversee the event, if required, and handle any queries the client may have.
- Identify potential problems and provide solutions to ensure the success of the event.
- Coordinate and maintain the college diary, ensuring all bookings are entered timeously and accurately.
- Maintain an open dialogue with other units and departments to ensure bookings are up to date and information is accurate.
- Prepare accurate invoices and raise purchase orders.

## **SECTION 6 – Planning and organising**

- The post holder must be able to plan an event from the initial contact with the client through to post event evaluation.
- Due to the nature of the events held in college the events coordinator must be able to anticipate issues and utilise their initiative and problem-solving abilities to resolve short notice issues which could cause disruption or affect an event.
- Each event should be treated as a project and a project plan will be developed, in conjunction with the client.

## **SECTION 7 – Decision Making**

The post holder will work with multiple stakeholders and be expected to take appropriate action when facilitating clients, both before and on the day of the event to ensure success. Clarity of thought and the ability to make decisions under pressure will be essential.

The postholder will be expected to make commercial decisions regarding room and resource utilisation to ensure maximum margin on events.

## **SECTION 8 – Internal and External Relationships**

### **Internal:**

The post holder will have contact with all internal stakeholders of the college.

### **External:**

The post holder will be required to liaise with both new and existing clients across all sectors with both external college business partners and corporate clients in order to drive sales.

## **SECTION 9 – Knowledge, Experience and Skill Set Required**

### Knowledge

- A degree level education or equivalent experience in event management

### Experience

- Experience of working with diary and venue booking systems
- Experience of hybrid event delivery
- Experience of working in a busy corporate event venue
- Experience of event planning and venue booking processes
- Experience of conference organisation
- Experience across corporate and medical sectors is preferred but not essential

### Skill set

- Excellent communication and organisational skills with the ability to influence decision makers at all levels
- Strong interpersonal skills to promote the business
- Diplomatic and skilled in complaint resolution
- Client focussed
- Detail orientated
- Excellent organisational and record keeping skills
- Ability to work under pressure
- Ability to work independently and flexibly within team setting
- Ability to use own initiative appropriately

## **Section 10 – Job Context and Special Features**

Due to the nature of the duties and responsibilities associated with this role, the post holder will be expected to work 2.5 days out of seven every week. The working pattern will normally be a Monday and Tuesday with a half day Wednesday and the shifts will be variable, covering early mornings or evenings. There will be occasions when weekend working will be required. A flexible approach to the role is required.