STONYHURST COLLEGE

Job Title: **Events & Lettings Assistant**

Department: **Stonyhurst Experience**

Line Manager: **Commercial Manager**

Job Purpose

This is an opportunity to be involved with Stonyhurst Experience, the commercial trading arm of Stonyhurst College. The role will involve being a key part of the Commercial Team in an administrative, and operational capacity, as well as providing organisational and administrative support to the Commercial Manager

This role will focus mainly on the administration and organisation of commercial events and projects whilst also supporting the commercial department in the planning and execution of events. You will also have the opportunity to support in the running of our residential courses during holiday periods including the Summer School.

We host an array of events including summer school, residential lettings, public events and open days, conferences, dinners, holiday camps and religious retreats.
The role involves liaising with the Commercial Team regarding the marketing strategy, office administration and financial reporting.

Key Tasks & Responsibilities

- To assist in the daily administration and organisation of the Commercial Office
- To provide administrative support to the Commercial Team
- To respond to and follow up all enquiries
- To assist with email management
- To oversee the online booking procedures and administration
- To process event administration including generating invoices, printed material and updating accommodation plans where appropriate
- To assist with the delivery of the calendar of commercial events
- To assist in all operational aspects of the summer School administration
- To be responsible for managing the office documents and folders
- To implement clear systems of work and channels of communication with relevant departments
- To assist the Commercial Team with financial administration and reporting
- To undertake marketing administration relating to the calendar of events, including updating the website and social media programme

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- To assist as part of a working office rota at peak times and according to the needs of the business
- To be involved and assist with the delivery of the Commercial strategy throughout the academic year
- To undertake any other appropriate tasks, commensurate with the role, as required by the Commercial Team

Person Specification

Qualifications

Essential

- Educated to A Level standard or equivalent qualification/experience

Skills/Experience

Essential

- To have excellent organisational and administration skills, with attention to detail
- To have experience of office administration or working within a school environment
- To have excellent communication skills, both written and verbal
- To have good interpersonal skills and work well in a team
- To be presentable and have experience of working in a customer facing role
- To have a confident, but also warm and welcoming manner with colleagues, clients and suppliers
- To be able to cope under the pressure of a busy office, always remaining calm and professional
- To be flexible and hard working
- To be discreet, tactful, approachable and diplomatic
- Have excellent knowledge of Microsoft Office (Word, Excel, Access and Outlook)
- To be comfortable working with online booking and management software system. Relevant training will be provided
- To be committed to the safeguarding and welfare of children and young people
- To be in sympathy with the Stonyhurst ethos and tradition and be able to support the ideals of the mission statement

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