

**Dundee Industrial Heritage Ltd**  
**Conference & Events Officer**  
**Job Description**



Post Title: Conference & Events Officer  
Terms: Full-time 35 hours per week (some evening / weekend work required)  
Responsible to: Conference & Events Sales Manager  
Annual Salary: Commensurate with experience  
Closing date: Tuesday 8<sup>th</sup> May 2018

### **Purpose of Job**

This position covers all areas relating to the conference and event business at both Discovery Point and Verdant works. Areas include; administration, customer service and operations. The post-holder will support the Conference & Events Sales Manager in delivering a high level of customer service across the conference and events business. This is a position with a varied remit and working hours and requires a flexible approach to working hours. Additionally the post-holder will be responsible for all group bookings across both museums.

The ideal candidate will be:

- Well presented, committed and driven to achieve high standards and departmental goals
- Have excellent customer service skills, be an effective communicator and have the ability to work well under pressure
- Be competent across all Microsoft windows applications
- Be articulate, accurate and have great attention to detail
- Have excellent organisational skills
- Be able to work un-supervised within given guidelines
- Have a flexible approach to work
- Competent in the use of events and conferencing booking software

### **Responsibilities**

#### **Conference & Events**

- Dealing with conference and event enquiries
- Processing all bookings and liaising with external contractors and in-house staff to deliver events
- Meeting and greeting event organisers, guests and delegates
- Deputising for the Conference & Events Sales Manager in their absence

#### **Administration**

- Production and delivery of weekly diary sheets
- General office administration, including, filing and invoicing
- Provision of administrative support to the Conference & Events Manager
- Dealing with general enquiries as required

#### **Group bookings**

- Dealing with all group enquiries and producing weekly diary sheets for front of house team
- Liaising with the Education Officer on school bookings

This job description is a broad picture of the position at date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the post-holder will be required to carry out other duties to the equivalent level that is necessary to fulfil the purpose of the position.

April 2018