

Job Description

Staffordshire University Services Ltd

General Details

Job title:	Commercial Services Co-ordinator
School/Service:	Estates and Commercial Services
Normal Workbase:	Stoke Campus
Tenure:	Permanent
Hours/FTE:	1.0 FTE
Grade/Salary:	Grade 5
Date Prepared:	July 2020

Job Purpose

To support the successful commercial operation, development and marketing of Staffordshire University's Business Villages and Enterprise Business Units.

To support the University in driving long term commercial success by delivering an external conferencing service to generate income and develop our reputation as a high quality, professional and desirable location for the hosting of events.

Relationships

Reporting to:	Head of Sport and Wellbeing
Responsible for:	N/A

Main Activities

- Plan and set service standards for conference and commercial activity in consultation with the Assistant Director Campus Services.
- Agree revenue budget, spending targets and operational objectives with the Assistant Director Campus Services ensuring they are met.
- Promotion of Staffordshire University conferencing and facilities offer to ensure recognition and business both regionally and nationally.
- Support the long-term planning and implementation of Staffordshire University's Business Units strategy.
- Responsible for the marketing and contracts for Staffordshire University's Business Villages and conferencing, promoting strong customer support.

- Develop a network of partnerships to increase Staffordshire University's place as a leading venue for conferencing and business.
- Lead by example and actively engage with Staffordshire University's values.
- Responsible for the hire of event space and group accommodation facilities across the University's portfolio, ensuring targets for revenue, occupancy and profit are met.
- Responsible for the application of the University Conferencing Policy, to ensure appropriate use of and hiring charges of University spaces.
- Support the integration of the University's commercial services and ongoing promotion to optimise and generate income and raise the profile of Staffordshire University as The Connected University.
- Mitigate risks associated with the external conferencing function, ensuring booked events are adequately risk assessed, meet accessibility and inclusion requirements and comply with the University's External Speakers' Policy.
- Secure and deliver the summer school and conferencing programme, working with delivery partners and their suppliers and delivering other large-scale residential events.
- Maintain an accurate external booking system with records of contracts and relevant documentation alongside the production and analysis of reports and statistical data relating to the activities of the service.
- Liaise with other supporting services including, but not limited to, accommodation, catering room bookings, security, cleaning staff and porters to ensure smooth integrated delivery of our customer events.
- Support delivery of internally organised events where required.
- The role holder is required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy
- To undertake other such responsibilities as may reasonably be required.

Special Conditions

The role holder will be required to travel between sites from time to time in a cost-effective manner, which may be through the use of a car.

To be committed to working with the University to further improve the carbon footprint/environmental issues.

The role holder is required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy.

Variation to Job Description

The employer reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

Conditions of Service

If you are successful in being appointed to a professional support role at Grades 1-6, you will be employed by Staffordshire University Services Limited (SUS Ltd).

Staffordshire University Services Limited (SUS Ltd) is a wholly owned subsidiary company of Staffordshire University which provides professional support staff to undertake various roles and responsibilities associated with grades 1 to 6 on the Staffordshire University pay scale. You'll work alongside, and under the direction of colleagues, within the University's Schools and Services in the delivery of our University Plan and supporting KPIs. You will be subject to Staffordshire University's policies and procedures and will be eligible to participate in the Staffordshire University Services Limited (SUS Ltd) Pension Scheme

Informal Discussion

Should you wish to discuss this vacancy informally before making an application please contact:

Trudy Williams; Assistant Director of Campus Services on Trudy.williams@staffs.ac.uk

Application Procedure

We encourage you to apply on-line at our website <http://jobs.staffs.ac.uk> as the system is user friendly and simple to complete.

We would ask all applicants to ensure that they have provided comprehensive information under each criteria in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.