



LIVERPOOL
HOPE
UNIVERSITY

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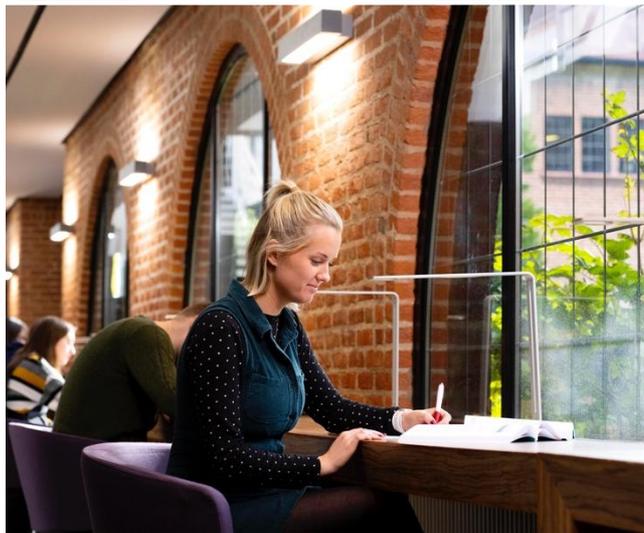
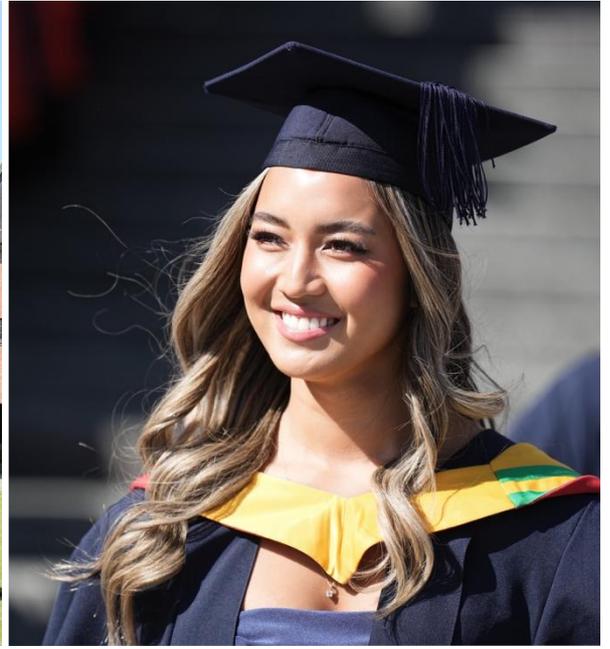
Recruitment Pack

Venues and Events Coordinator

Job Reference: 3ACAC02A

Closing date: Wednesday 22nd April 2026 by 5.00 p.m.

www.hope.ac.uk





POST: Venues and Events Coordinator

STARTING DATE: ASAP

SALARY RANGE: £28,778- £32,080 (Grade 5) per annum

TYPE OF CONTRACT: Permanent

WORK PATTERN: Full time, 35 hours per week

REPORTS TO: Conference Manager

The Post

We are seeking a Venue & Events Coordinator to manage a diverse and exciting portfolio of internal and external events.

In this dynamic role, you will lead the full lifecycle of event management, from the initial enquiry and professional site tours to final invoicing and post-event evaluation. You will be the primary point of contact for a wide range of clients, managing everything from academic conferences, business and industry events to large-scale international summer schools.

This is a role for a self-starter who enjoys independence. Whilst you will report to the Conference Manager, you will be expected to manage your own workflow, navigate logistical challenges, and act as a key liaison between the University and commercial partners.

The Venue & Events Coordinator will manage the full enquiry-to-billing lifecycle for a high volume of events, ensuring meticulous record-keeping through Event Management Software such as Kinetics. Key responsibilities include creating detailed function sheets for internal teams - including Catering, Estates, IT Services and Campus Services – and leading on the day delivery to resolve immediate operational issues. The successful candidate will drive commercial growth by negotiating rates, managing event budgets, and contributing to innovative marketing and social media campaigns. Furthermore, the role involves acting as a lead for the intricate planning of residential summer schools and international visiting groups, while also negotiating with academic departments to align stakeholder needs and representing the University at regional networking events.

This is a permanent post, subject to a 12-month probationary period.

Job Description/Key duties of the post

| | | | |
|---|--|--|--|
| Job Title | Venues & Events Coordinator | | |
| Subject/Service Area | Campus Commercial Services | | |
| Reports to | Conference Manager | | |
| Accountable To | Head of Commercial Services | | |
| Purpose of Job | | | |
| <p>To provide a professional, proactive, and high-quality conference and event co-ordination service.</p> <p>Under the guidance of the Conference Manager the post-holder will manage a diverse portfolio of internal and external events—ranging from academic symposiums, industry conferences and gala dinners to large-scale residential summer schools—ensuring seamless delivery from initial enquiry to final invoicing.</p> <p>In this role, you will report to the Conference Manager but will be expected to manage your own workflow and problem-solve independently. You should be comfortable taking the initiative and navigating challenges without requiring daily oversight, this would include managing operational logistics and acting as a key liaison between the University and external commercial clients.</p> | | | |
| Key Tasks / Responsibilities | | | |
| <ol style="list-style-type: none"> 1. Service Delivery & Client Liaison 2. Planning & Organising 3. Financial & Resource Administration 4. Analysis & Problem Solving | | | |

Work Performed (relating to key tasks)

1. Service Delivery & Client Liaison

- **End-to-End Management:** Lead the full enquiry-to-billing lifecycle for a high volume of events, responding to initial enquiries, conducting professional site tours, and delivering bespoke client presentations to secure new business.
- **On-the-Day Leadership:** Act as the primary on-the-day lead and point of contact for clients, resolving immediate issues (such as technical failures or last-minute schedule changes) using initiative without constant supervision.
- **Site Management:** Conduct inspections and showcase University facilities to potential commercial partners to maximise venue utilisation and reputation.
- **Post-Event Evaluation:** Manage the collection and analysis of post-event feedback to identify trends, measure client satisfaction, and implement service improvements.

2. Planning & Organising

- **Operational Planning:** Create detailed event itineraries and function sheets to communicate precise requirements (room layouts, dietary needs, equipment, and AV) to Catering, Estates, AV, and Security teams.
- **Logistics:** Oversee and coordinate logistical requirements for the successful execution of all conference bookings along with a focus on managing large-scale accommodation bookings during the summer period outside of Liverpool Hope University academic terms. You will act as the primary lead for the intricate planning and delivery of residential services for Summer Schools, Study Abroad programmes, and other high-profile international visiting groups.
- **Stakeholder Alignment:** Attend regular operational meetings and weekly operations briefings with internal service providers to ensure all departments are aligned on upcoming requirements, deadlines, and resource allocation.
- **External Promotion:** Represent the University at regional networking events, trade shows, or exhibitions to actively promote the venue's commercial offer and increase market presence.
- **Involved in the marketing process,** you will bring new and updated ideas of marketing to the Conference Manager, you will collaborate with cross-functional departments to develop and execute integrated campaigns that drive business growth. You will leverage social media as a core tool for targeted advertising and brand engagement while maintaining oversight of third-party partner websites. This includes ensuring all digital listings, photography, and promotional content are accurately managed and optimised for maximum impact.

3. Financial & Resource Administration

- **Commercial Negotiation:** Negotiate rates within set parameters and produce accurate quotes and contracts in line with University pricing policy, ensuring maximum yield and VAT compliance.

- Budgetary Control: Manage the financial lifecycle of each event, including deposit collection, raising invoices, monitoring event budgets, and performing final reconciliation of accounts.
- Systems Management: Utilise Event Management Software (e.g., Kinetics) to maintain meticulous records of bookings, and ensure all data is tracked to meet specific sales targets or KPIs.

4. Analysis & Problem Solving

- Resource Negotiation: Exercise initiative to resolve conflicting demands on University space, negotiating with academic departments and internal stakeholders to find mutually beneficial solutions.
- Compliance: Ensure all event activities comply with University policies, including Health & Safety, Fire Regulations, and Safeguarding (particularly for youth programmes).
- Operational Troubleshooting: Identify and address potential bottlenecks in event delivery before they impact the client, applying independent judgement to complex logistical challenges.

This role requires a flexible approach to working hours; evening and weekend work will be required to support specific events during peak periods.

To undertake any other duties commensurate with this post and as requested by the Conference Manager.

The role involves significant movement across all campuses to oversee event setups and conduct client site visits.

Materials, resources & equipment to be used

All standard office equipment
Unit4 accounting software
SITS Timetabling software
Kx event management software

Regular contacts (internal / external)

University Staff
Students
VIPs
Other Guests
External Clients

Staff Reporting to Post holder

Hope Works temporary support staff

Person Specification

Methods of assessment

Application form (A)

Interview (I)

Presentation (P)

| | Essential(E)/ Desirable(D) | Method of assessment |
|--|---------------------------------------|---------------------------------|
| Educational Requirements | | |
| Good standard of general education or equivalent experience | E | A |
| Evidence of continuing professional development in hospitality or events | E | A |
| Professional training or qualification in Events or Hospitality. | D | A |
| IOSH or equivalent Health & Safety qualification, or the willingness to undertake IOSH qualification | E | A/I |
| Experience | Essential(E)/ Desirable(D) | Method of assessment |
| Experience of co-ordinating events or projects from start to finish. | E | A/I |
| Experience in a customer-facing role with a focus on commercial sales or business development | E | A/I |
| Experience in a role requiring high levels of customer service and professional "front-of-house" skills. | E | A/I |
| Experience working in a Higher Education or large, complex organisation. | D | A/I |
| Experience managing large-scale residential conferences or summer schools | D | A/I |
| Experience using digital booking or financial systems. | D | A/I |
| Skills and Knowledge | Essential(E)/ Desirable(D) | Method of assessment |
| Experience using Event Management Software (e.g., Kinetics, Acacia, or similar). | E | A/I |
| Competent in using standard office software (Word, Excel) and an ability to learn new systems quickly | E | A/I |

| | | |
|---|---------------------------------------|---------------------------------|
| Understanding of VAT applications for events and basic financial reconciliation | E | A/I |
| Experience of using room booking software (e.g. SITS) | D | A/I |
| Knowledge of UK GDPR regulations | E | A/I |
| Understanding of event AV requirements or the willingness to learn | E | A/I |
| Communication & Liaison | Essential(E)/ Desirable(D) | Method of assessment |
| Excellent time management and organisational skills and the ability to work well under times of pressure | E | A/I |
| Excellent verbal and written communication skills with the ability to negotiate and influence staff at all levels | E | A/I |
| Able to conduct professional site tours and pitches to corporate clients | E | A/I |
| Ability to speak confidently with a wide range of people, from students to senior professors | D | A |
| Problem Solving & Autonomy | Essential(E)/ Desirable(D) | Method of assessment |
| Ability to use initiative to resolve complex issues under pressure without direct supervision | E | A/I |
| Strong organisational skills with the ability to manage conflicting priorities and deadlines | E | A/I |
| Personal Attributes | Essential(E)/ Desirable(D) | Method of assessment |
| A flexible approach to working hours, including the ability to work evenings and weekends as and when required. | E | A/I |
| A proactive can-do attitude with a focus on continuous service improvement | E | A/I |

Contact for Queries

If you have any specific questions regarding any aspect of this role that is not covered within the job description/person specification, please contact:

Gary Pace
Head of Commercial Services
paceg@hope.ac.uk

Conditions of service:

This post is based at Hope Park campus. However, you may be required to work in other areas of the University as and when required.

The post is permanent, subject to the normal probationary period of 12 months.

Salary scale for this post is £28,778 - £32,080 (Grade 5) per annum. New appointments will normally be made on the first incremental point of the advertised grade within the salary scale. In certain circumstances, it may be appropriate to offer a candidate a higher incremental point of the advertised grade. A higher salary will not be offered purely on the fact that it has been requested. Any starting salary above the first incremental point of the advertised grade must be justified and **supported by evidence**. Salary is payable monthly in arrears by bank giro credit on and around the 20th of each month.

The annual leave runs from 1st September to 31st August. Holiday entitlement is 28 days per year plus statutory Public Holidays and Liturgical days. This entitlement is pro-rated for part-time staff.

Further Information

Liverpool Hope University has two main teaching campuses – Hope Park in the Liverpool suburb of Childwall and the city centre Creative Campus.

We have invested more than £60 million in buildings and equipment over the past eight years and we are proud of our campuses. Stunning listed buildings sit alongside modern architecture, and with beautiful gardens and facilities, which make Liverpool Hope University a unique place to work and study.

Mission and Values

Liverpool Hope University is an ecumenical Christian Foundation, which strives:

- to provide opportunities for the well-rounded personal development of Christians and students from other faiths and beliefs, educating the whole person in mind, body and spirit, irrespective of age, social or ethnic origins or physical capacity, including in particular those who might otherwise not have had an opportunity to enter higher education;
- to be a national provider of a wide range of high-quality programmes responsive to the needs of students, including the education, training and professional development of teachers for Church and state schools;

- to sustain an academic community, as a sign of hope, enriched by Christian values and worship, which supports teaching and learning, scholarship and research, encourages the understanding of Christian and other faiths and beliefs and promotes religious and social harmony;
- to contribute to the educational, religious, cultural, social and economic life of Liverpool, Merseyside, the North-West and beyond.

Liverpool Hope's Values

Hope strives to meet the following values, which are integral to the fulfilment of its Mission:

- be open, accessible and inclusive,
- take faith seriously, being fully Anglican, fully Catholic, fully ecumenical, fully open to those of all faiths and beliefs,
- be intellectually stretching, stimulating, challenging,
- be hospitable, welcoming, cheerful, professional, full of Hope; creating supportive communities in aesthetically pleasing environments,
- be well-rounded, holistic, integrated, a team, a community of communities, collaborating in wider partnerships.

Equality and Diversity

Consistent with its Mission, Liverpool Hope strives to be a university where the individual and individuality matter. We hold students, staff and visitors in high regard and we seek to foster a working and learning environment that recognises and respects difference. All staff are expected to comply with the University's Equality and Diversity policies in the performance of their duties.

Health and Safety

Liverpool Hope University is committed to ensuring the health, safety and welfare of all staff at work and of students, visitors and others by continuous improvement in standards of health and safety. All staff are expected to comply with the University's Health and Safety policies in the performance of their duties

Sustainability

Liverpool Hope University is committed to enhancing the quality of its environment for its staff and students working and living at the University and the wider community; and aims to manage its operations in ways that are environmentally sustainable, economically feasible and socially responsible. All staff are expected to work in accordance with, and promote the University's sustainability practices.

Benefits of working at Liverpool Hope University

Liverpool Hope offers its employees a full range of benefits:

Pay and Pensions

- Competitive rates of pay defined using the HERA job evaluation scheme
- Pension schemes with generous employer contributions

Home and Family

- Generous Annual Leave Arrangement
- Opportunity for flexible working arrangements

Training and Development

- Induction training for all new staff
- Staff development opportunities

Health and Well-Being

- Hope Park Sports fitness suite and classes with discounted membership
- A range of food outlets with healthy eating options
- Staff counselling service
- Staff cycle scheme
- Support with lifestyle changes
- A range of social activities and groups
- On-site chapel, multi-faith prayer room and Chaplaincy
- Eye testing scheme

We also provide a variety of staff discounts ranging from reduced price Theatre tickets to discounts on beauty treatments.

Library services

Liverpool Hope's Library Service provides access to a wide-ranging collection of physical and online resources to support learning and research. The service also provides different types of study space across both campuses to support the wide range of learning styles and needs, from individual study rooms to group spaces, and from silent study to more relaxed social learning

Car Parking

All users of university car parks are required to pay for their use. The University has a scalable charging system for annual permits and pay and display facilities for occasional users.

We recruit staff nationally and internationally as we seek out the best to help build Hope for the future. If you join us, you will be doing so at an exciting and challenging time as we work to build a liberal arts inspired university of distinction in the UK.

How to apply

You can download the application form by the link below:

[How to apply](#)

Useful Links

www.hope.ac.uk/lifeathope/welcome

<https://www.hope.ac.uk/gateway/staff/peopleservices/>

www.hope.ac.uk/jobs





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