



LIVERPOOL  
HOPE  
UNIVERSITY

1844

## Recruitment Pack

# Accommodation and Events Coordinator – Fixed Term

Job Reference: 3ACAC03A

Closing date: Sunday 17<sup>th</sup> May by 5.00 p.m.

[www.hope.ac.uk](http://www.hope.ac.uk)





**POST:** Accommodation and Events Coordinator

**STARTING DATE:** ASAP

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

**TYPE OF CONTRACT:** Fixed Term (12 months)

**WORK PATTERN:** Full time, 35 hours per week

**REPORTS TO:** Conference and Accommodation Managers

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## The Post

Liverpool Hope University is seeking a versatile individual to join Campus Commercial Services as an Accommodation & Events Coordinator. This unique role serves as a vital operational bridge between the Conference and Accommodation departments, offering a dual-faceted opportunity to lead high-profile events while managing the University's residential facilities. Operating under a split-week model with joint guidance from the Conference and Accommodation Managers, the successful candidate will be responsible for the seamless delivery of internal and external events alongside the marketing, allocation, and administration of student halls, guest apartments, and private rentals.

The position involves the allocation of approximately 1,150 student rooms in accordance with university policy, coordinating offers, contracts, and the financial lifecycle of residential bookings. You will act as a first responder for student issues ranging from repairs and room moves to personal or financial concerns, ensuring a high-quality customer experience throughout the academic cycle. The role also requires a proactive approach to marketing, where you will collaborate with cross-functional departments to execute campaigns, leverage social media for brand engagement, and ensure that all digital listings and promotional content are optimised for maximum impact.

In tandem, the position involves managing the full 'enquiry-to-billing' lifecycle for a diverse events portfolio, ensuring a professional and integrated approach to the University's commercial offerings. You will act as the primary lead for the intricate planning and delivery of conference events, this includes conducting professional site tours, delivering bespoke client presentations to secure new business, and serving as the lead on-the-day contact to resolve immediate operational or technical challenges with initiative and independence.

Candidates should be comfortable navigating logistical challenges and managing independent workflows. Essential requirements include proven experience in operational logistics within a customer-service environment, strong organisational skills, and excellent written and verbal communication abilities. A good working knowledge of Microsoft Office and experience with booking systems such as Kx is highly desirable, as is a background in hospitality or student accommodation administration. This role offers a significant opportunity to exercise initiative and professional judgement within a large-scale organisation, requiring a flexible approach to working hours, including occasional evening and weekend work during peak periods to support our vibrant campus community.

## Job Description/Key duties of the post

<b>Job Title</b>	<b>Accommodation &amp; Events Coordinator</b>	<b>Code</b>	<b>3ACAC03A</b>
<b>Subject/Service Area</b>	<b>Campus Commercial Services</b>		
<b>Reports to</b>	<b>Accommodation &amp; Conference Managers</b>		
<b>Accountable To</b>	<b>Head of Commercial Services</b>		

<b>Purpose of Job</b>
<p>The Accommodation &amp; Events Coordinator is a dynamic, dual-faceted role designed to act as a vital operational link between the Conference and Accommodation departments. You will be responsible for the seamless delivery of University residential facilities and the end-to-end coordination of a diverse events portfolio, ensuring high-quality customer service while maximising the utilisation of university assets.</p> <p>Working under a split week model and under the joint guidance of the Conference Manager and Accommodation Manager, you will lead the "enquiry-to-billing" process for internal and external events, while simultaneously coordinating the marketing, allocation, and financial administration of University halls, guest apartments, and private rentals.</p> <p>This role requires a proactive self-starter who is comfortable managing their own independent workflows and navigating complex logistical challenges across both student and commercial cycles. You will serve as a primary point of contact for students, academic departments, and external commercial clients, applying initiative to resolve operational issues and manage site logistics without the need for constant daily oversight. By bridging these two service areas, you will ensure a professional and integrated approach to the University's commercial and residential offerings.</p>
<b>Key Tasks / Responsibilities</b>
<ol style="list-style-type: none"> <li>1. Service Delivery &amp; Client Liaison</li> <li>2. Planning &amp; Organising</li> <li>3. Financial &amp; Resource Administration</li> <li>4. Analysis &amp; Problem Solving</li> </ol>

## Work Performed (relating to key tasks)

### 1. Service Delivery & Client Liaison

- Room Allocation: Lead the allocation of approximately 1,154 study rooms in accordance with University policy, coordinating offers and waiting lists.
- Contract Administration: Follow up on offers to ensure contracts are legally agreed upon and deposits are paid.
- Arrivals & Departures: Prepare welcome packs and keys for arrivals in September and January; coordinate the move-out process in June.
- Student Support: Act as a first responder for student issues including repairs, room moves, contract terminations, and personal or financial concerns.
- Inspections: Conduct mid-term and end-of-year inspections to ensure premises are maintained, reporting maintenance needs and processing recharges for damages.
- Guest Bookings: Manage availability and bookings for guest apartments and VIP visitors, ensuring high levels of customer satisfaction.
- 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 managing large-scale accommodation bookings. 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 Universities commercial offer and increase market presence.

- Involved in the marketing process, you will bring new and updated ideas of marketing to the Managers, 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 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 Managers.

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

<b>Qualifications / Experience Required</b>
<p><b>Essential</b></p> <p>Experience in operational logistical work within a customer-service environment.</p> <p>Strong organisational skills with the ability to manage multiple tasks and deadlines.</p> <p>Excellent communication skills, both written and verbal.</p> <p>Knowledge of University administrative systems or similar large-scale organisations.</p> <p>Good working knowledge of Microsoft Office and confidence with Accommodation &amp; Event Management booking systems.</p> <p>Attention to detail and accuracy in record-keeping and financial administration.</p> <p>Commitment to providing a high-quality, professional service.</p> <p><b>Desirable</b></p> <p>Experience in events administration or hospitality.</p> <p>Experience in Student accommodation administration.</p> <p>Understanding of GDPR and data-handling practices.</p> <p>Familiarity with financial procedures such as invoicing or purchase orders.</p>

<b>Regular contacts (internal / external)</b>
<p>University Staff            Students            VIPs            Other Guests            External Clients</p>
<b>Staff Reporting to Post holder</b>
<p>Hope Works temporary support staff</p>

## Person Specification

### Methods of assessment

Application form (A)

Interview (I)

Presentation (P)

	Essential(E)/ Desirable(D)	Method of assessment
<b>Educational Requirements</b>		
Good standard of general education or equivalent experience	E	A
Evidence of continuing professional development in hospitality or events	D	A
Professional training or qualification in events management or student accommodation	D	A
<b>Experience</b>	<b>Essential(E)/ Desirable(D)</b>	<b>Method of assessment</b>
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 conference sales or student accommodation lets	D	A/I
Experience in a role requiring high levels of customer service and professional "front-of-house" skills.	D	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
<b>Skills and Knowledge</b>	<b>Essential(E)/ Desirable(D)</b>	<b>Method of assessment</b>
Experience using Event Management & Student Accommodation 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
Knowledge and experience in using a Student Management System (e.g SITS)	E	A/I
Experience in web applications (e.g. Terminal 4)	D	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
<b>Communication &amp; Liaison</b>	<b>Essential(E)/ Desirable(D)</b>	<b>Method of assessment</b>
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 both applicants, their families and corporate clients	E	A/I
Ability to speak confidently with a wide range of people, from students to senior professors	D	A
<b>Problem Solving &amp; Autonomy</b>	<b>Essential(E)/ Desirable(D)</b>	<b>Method of assessment</b>
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
<b>Personal Attributes</b>	<b>Essential(E)/ Desirable(D)</b>	<b>Method of assessment</b>
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

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## 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](mailto:paceg@hope.ac.uk)

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## 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 fixed term for 12 months, 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 20<sup>th</sup> 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.

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## 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.

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## 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.

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## How to apply

You can download the application form by the link below:

[How to apply](#)

## Useful Links

[www.hope.ac.uk/lifeathope/welcome](http://www.hope.ac.uk/lifeathope/welcome)

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

[www.hope.ac.uk/jobs](http://www.hope.ac.uk/jobs)

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