



# Conference & Events Coordinator

## Application Pack

BE THE TRAILBLAZER  
ACTIVATE CHANGE  
STRENGTHEN LIVES  
BUILD COMMUNITIES  
EMBRACE THE CHALLENGES  
BE THE HELPING HAND  
FAITH TAKING ACTION  
PURPOSEFUL ACTION  
REAL PEOPLE  
REAL FAITH  
RISK TAKERS

# **ABOUT CHURCH ARMY**

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We are delighted that you are interested in the role of **Conference & Events Coordinator** with Church Army, I really hope that as you read through this job pack you get a clearer sense of who we are as Church Army and how this role fits into our desire to see communities across these islands transformed.

This is an exciting time to be part of Church Army as we continue to grow our frontline work in addition to implementing the new strands of our DARE strategy in the next three years to further our impact and reach our vision.

We are passionate about seeing communities transformed which is why Church Army is proud to work in some of the toughest communities across the UK and Ireland and make an impact that brings about real-life change. Our Centres of Mission, which are created in partnership with Diocese, are where we deploy evangelists into communities to share faith and empower and equip the local church in mission and evangelism. We are working hard in our aim to increase to 50 Centres of Mission by 2027. In Marylebone London, we run the biggest women's only hostel which empowers women to end their homelessness and live their lives to the full. We also run the Amber Project in Cardiff which helps over 100 young people each year who battle self-harm; as well as a hostel for young people.

Our GRACEUP values are at the heart of all that we do. We are proud of our committed and passionate staff team who all contribute to our vision of seeing communities transformed. In joining Church Army, you will belong to a community of gifted people who are proud to do what they do, and we work hard to make sure our team know that they are valued for their contributions and know that they are making a difference to the lives of hundreds of people.

This role of Conference & Events Coordinator is part of is based at the Wilson Carlile Centre in Sheffield, which homes our national office team and operates as a reputable accommodation and conference centre; it is a fun and hardworking team to be part of.

We hope that as you read through this job pack, you will be inspired and encouraged to want to join amazing team and Organisation.



# WE ARE CHURCH ARMY

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We are Church Army. We are catalysts; strengthening lives and communities. We do not shy from the gospel because we believe it changes lives.

## Our vision

For everyone everywhere to encounter God's love and be empowered to transform their communities through faith shared in words and action.

## Our values

Everything we do is underpinned by our GRACEUP values:

**Generous** - We want to model God's generosity to others.

**Risk-taking** - We have a long heritage as a pioneering movement, prepared to take risks and give colleagues permission to seek to do new things.

**Accountable** - We are accountable to God and others. We want to be reliable and live responsibly to high professional standards.

**Collaborative** - We are committed to partner with those who share our values; we believe it enhances our work.

**Expectant** - We are hopeful, expecting God to do new things amongst us.

**Unconditional** - God loves everyone and everyone is significant in his eyes; we will serve anyone regardless of their age, gender, race, sexuality, faith, ability, status or circumstances.

**Prayerful** - We listen for God's voice and want to be obedient to him. We want to be like Jesus in our actions and witness.

See our [We are Church Army](#) video here



## **ROLE OF CONFERENCE & EVENTS COORDINATOR**

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The Wilson Carlile Centre is a thriving conference venue and accommodation centre based in the vibrant area of Sheffield and boasts 30 en-suite rooms, a 3-bedroom apartment, 10 meeting rooms and a café. Our guests range from local groups such as Sheffield Children's Hospital or Sheffield Hallam University to larger national events including those held by Faith groups. We seek to deliver the highest possible standard of hospitality whether its for a group of 3 or a group of 150. You will join a large team of 18+ staff that include the Centre Manager, Deputy Centre Manager, Receptionists, Porter, Catering Assistants, Chef and Conference Coordinators. The team help to cover the centre on a 24/7 basis.

For this role we are looking to appoint someone with a high level of experience in hospitality to join our dynamic and professional Conference Centre Team. Our advisors/coordinators need to demonstrate excellent interpersonal skills, a high standard of hospitality and excellent organisation skills

As a Conference and Events Coordinator, you will be responsible for the operation of conference events and accommodation. You will work alongside the Conference and Events Advisor and in close relation with the Centre Manager, chef and receptionists. You will also enjoy working in a busy environment and as part of a growing and dynamic team.

You find more about us at [www.wilsoncarlilecentre.co.uk](http://www.wilsoncarlilecentre.co.uk)

*Karen Kiely, Centre Manager*

# JOB DESCRIPTION

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<b>Job Title:</b>	Conference & Events Coordinator
<b>Location:</b>	Wilson Carlile Centre, Sheffield
<b>Responsible To:</b>	Centre Manager
<b>Relating To:</b>	Deputy Centre Manager, Catering staff, Housekeeping Staff, Porters, Conference Advisor, Receptionists
<b>Purpose:</b>	To develop and oversee the operational aspects of Wilson Carlile Centre conferencing and accommodation facilities.
<b>Objectives:</b>	<ol style="list-style-type: none"><li>1. To ensure an efficient service delivery of conference events and accommodation bookings</li><li>2. To provide excellent service for internal and external customers</li><li>3. To be an active participant in the community of the Wilson Carlile Centre</li></ol>

## RESPONSIBILITIES AND TASKS:

- 1. To ensure an efficient service delivery of conference events and accommodation bookings:**
  - 1.1 To be responsible for the delivery of events to the highest standard.
  - 1.2 To work with the Centre Manager to ensure adequate staffing levels for events.
  - 1.3 To be available Monday to Sunday including evenings to oversee events.
  - 1.4 To accurately record information for events and bookings on to the Resylnx system seeking positive solutions for any potential conflicts of bookings.
  - 1.5 To accurately complete all paperwork relevant to events and functions and to maintain customer records.
  - 1.6 To discuss and liaise with the Chef in catering requirements for events.
  - 1.7 Prepare contracts for all bookings and monitor payment following centre procedures.
  - 1.8 To be familiar with conference set up and able to convey these to the operational team.
  - 1.9 To deal with any conference and accommodation booking enquiries via phone, email or face to face, providing quotes and sending out information to clients when necessary, following through to the event.

## **2. To provide excellent service for internal and external customers:**

- 2.1 To deal with all customers/visitors in a professional manner when they visit the centre and to show them around the facilities when required.
- 2.2 To provide a warm welcome for staff and visitors to the Wilson Carlile Centre with an ethos of hospitality, kindness and goodwill.
- 2.3 To deliver the highest standards of service to customers and visitors and to continually improve systems and processes.
- 2.4 To ensure that the requirements of conferences/events are communicated to the providers of the relevant services within the centre (Finance, Communications, IT technician etc).
- 2.5 To lead operational aspects of conferences and events as and when required in the setting up of rooms and equipment, serving tea and coffee or dinner and other duties as deemed necessary by the Centre Manager.
- 2.6 To perform general admin duties for Service Manager as and when required.

## **3 To be an active participant in the community of the Wilson Carlile Centre**

- 3.1 To help to build a sense of community and teamwork within the Wilson Carlile Centre.
- 3.2 To attend and take part in monthly community gatherings, which are designed to strengthen and develop our ethos.
- 3.3 To share in the general responsibilities of all staff with regard to:
  - Welcoming visitors to the Centre
  - Answering the telephones
  - Dealing with incoming and outgoing post
  - Handling general enquiries

### **General**

- To undertake any such duties as are commensurate with the post at the direction of the Centre Manager or their senior.
- To be an active member of the Conference Centre team, participating in team meetings and in the overall objectives and life of the team
- To cover Reception as and when required and adhere to all reception procedures
- To attend an annual appraisal and regular one to ones with the line manager
- To undertake any training as required for the role as identified in an appraisal or supervision
- To adhere to Church Army's contractual and non contractual policies at all times. These are as outlined in the Staff Handbook and on Church Army's intranet document library.
- Act in the best interest of Church Army at all times

# PERSON SPECIFICATION

The following sets out what we are looking for in the post holder. As you apply for the post and submit your application, please make sure you evidence with good clear examples how you meet the criteria below.

ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Experience</b>		
Experience working in hospitality	Experience in a hotel or conference centre	<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview &amp; Selection Process</li> <li>• Pre-employment checks (e.g. references)</li> </ul>
Experience of working in a customer service environment	Experience using a booking system	
<b>Skills and abilities</b>		
Ability to communicate effectively in English in writing and speaking	Able to use Resylnx system for recording guest information	<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview &amp; Selection Process</li> <li>• Pre-employment checks (e.g. references)</li> </ul>
Computer Literate and confident using a database		
Able to work on own initiative and prioritise tasks		
Able to work to a high standard and deliver excellent hospitality skills		
Excellent organisation skills		
Attention to detail and methodical approach		
<b>Attributes</b>		
Honest and reliable		<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview &amp; Selection Process</li> </ul>

Welcoming and friendly		
Team player		
Excellent interpersonal skills		
<b>Other</b>		
Able to work the hours required for the role and offer some flexibility		
Conversant with and in sympathy with the aims and objectives of Church Army and the Wilson Carlile Centre		



# OUTLINE TERMS AND CONDITIONS

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<b>Location</b>	Wilson Carlile Centre, Sheffield
<b>Salary</b>	£21,443 per annum
<b>Hours</b>	37.5 hours per week Monday to Sunday, including evenings and weekends as when the role requires. On a normal patter, you will be expected to work 5 out of 7 days per week. This will be as dictated by the team rota.
<b>Pension</b>	Church Army is an auto enrolment employer. If you are eligible for pension contributions, you will be enrolled into a qualifying scheme and minimum pension contributions will be made by the employer.
<b>Annual Leave</b>	25 days, plus bank holidays. Bank holiday cover may be required. Some days are compulsory leave over Christmas when the office is closed.
<b>Probation Period</b>	6 months' probation period
<b>Contract Type</b>	Full Time, Open-ended
<b>Notice Period</b>	4 weeks (after probation period)
<b>DBS Requirement</b>	None
<b>Occupational Requirement</b>	None



# APPLICATION PROCESS

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To apply, please submit an application form which is available to download from the vacancy page for this post on our website.

To find out more about this role, please email [recruitment@churcharmy.org](mailto:recruitment@churcharmy.org) to speak to a member of the team.

Applications should be sent to: [recruitment@churcharmy.org](mailto:recruitment@churcharmy.org)

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**Deadline: 9am 18<sup>th</sup> June 2021**

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**Interview date: w/c 21<sup>st</sup> or 28<sup>th</sup> June 2021**

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For more information about Church Army please visit: [www.churcharmy.org](http://www.churcharmy.org)

Offers of employment are made subject to:

- Evidence of your eligibility to work in the UK
- Successful completion of a probationary period
- Two satisfactory references, including one employment based

References are usually only requested once an offer has been made. We will ask for your permission before seeking any references.