



INVITING APPLICATIONS:

CATERING & COLLEGE EVENTS ADMINISTRATOR

Overview	
Job title:	Catering & College Events Administrator
Responsible to:	Residential Business Manager, also working to the Chef Manager
Responsible for:	N/A
Grade:	Grade 4 (St John's College Graded Pay Scale)
Salary:	£25,433 (WTE)
Contract type:	1.0 WTE, substantive
Working arrangements:	35 hours per week (e.g. 8.00-16.00, 9.00-17.00, t.b.a.)
Pension:	St John's College group personal pension plan
Holidays:	27 days annual leave plus statutory holiday and University customary days pro rata
Closing date:	Tuesday 07 January 2025
Interview date:	Tuesday 14 January 2025
Start date:	ASAP

ABOUT ST JOHN'S COLLEGE

St John's College is one of the smallest Durham colleges, renowned for our welcoming atmosphere. Founded in 1909 and set in a series of beautiful, listed buildings in the heart of Durham city, our community enjoys stunning views of Durham Cathedral and boasts gardens and lawns stretching down to the River Wear. Each year we have around 270 students resident in the College – undergraduates and postgraduates studying for degrees at Durham University, as well as students of Cranmer Hall, a theological College within St John's. The College has a degree of independence within the University, both financially and in its governance, meaning that we have the freedom to do things a little differently. Throughout the year, the College's Christian ethos translates into warm hospitality. All our different staff teams work closely together with our students to create the unique John's experience.

JOB SUMMARY AND PURPOSE

St John's College is inviting applications for a Catering & College Events Administrator to play an important role in supporting the operations of the College.

The Catering & College Events Administrator works as part of a wider team of administrative and student services staff who work interoperably across the College, while having ownership for specific and specialised remits. As part of their shared remit, this team will staff the Reception during office hours, deliver core residential and student services, and provide administrative support where required across the College. The Catering & College Events Administrator reports directly to the Residential Business Manager, who coordinates administrative and residential services across the College, but works as part of their specific remit to support the Catering department.



The role involves making operational decisions based on agreed policies and procedures and identifying the next course of action, and liaison and collaborating with staff across the College to ensure a seamless, smooth and efficient service.

The post holder will be required to answer a high volume of enquiries from internal and external sources, in a professional and customer- focussed manner whilst maintaining accuracy and attention to detail.

The post holder will need to demonstrate an enthusiasm towards ongoing business development within the College's operational model and will work flexibly, adapting quickly to change and contributing ideas for continuous improvement, as well as proactively engaging in formal and informal learning and development activities.

KEY RESPONSIBILITIES

Catering services and College events

- Provide dedicated administrative support for the day-to-day running of the College's catering function.
- Act as the main point of contact for all queries and issues relating to the Catering team, including coordinating work between departments.
- Support the Catering managers with staff administration, including drafting rotas, annual leave management and expenditure management.
- Manage all administration relation to the procurement process.
- Under the direction of the Catering management, implement operational policies and procedures.
- Under the direction of the Catering management, provide administrative support for the management of Health and Safety and maintenance of hygiene standards, including collating risk assessments and maintaining statutory records.
- Work proactively to maintain the Catering Barcode System; act as the first point of contact and troubleshooting for the system.
- Under direction from the Vice Principal's Office, manage the administration of formal dinners including managing a shared mailbox, updating guest lists and table plan documents, and liaising with catering staff and other colleagues to ensure the smooth and effective running of each event.
- Support the organisation and coordination of alumni reunion events and other internal student and college events, with specific focus on catering services.

Reception, residential & student services

- Regularly work from the Reception helpdesk in College to provide frontline residential services and operational functionality, working to agreed procedures and as part of a wider team.
- Provide a responsive and professional service to a wide range of stakeholders, including student applicants, current students, residents, visitors and internal and external colleagues through a range of communication methods.
- Support the Residential Business Manager in managing the College's accommodation processes throughout the year.



- Act as the first point of contact for enquiries, responding to queries and recording information systematically in accordance with procedures, including overseeing shared email inboxes and escalating more specialist and complex queries or issues to more experienced team members.
- Support the College's internal communications plan, including drafting and sending email communications of a high quality to student, staff and resident mailing lists, and updating and maintaining the College intranet.
- Act as first point of contact for incidents and emergencies, signposting and escalating to relevant staff as required.
- Be aware of student support structures and processes for signposting and referrals, and when required, request an appointment on behalf of students to Student Support staff.

Other

- Work as part of a team to ensure the smooth running of administrative processes to support student and business activities, including liaison with a wide range of internal and external stakeholders.
- Provide support for networks, committees and meetings, to draft and distribute documents and communications in standard professional formats.
- Maintain relevant databases, manipulate data and present in relevant formats.
- Maintain awareness of and compliance with relevant University and College policies, regulations and procedures.
- Maintain continuing professional development.
- Undertake all other duties appropriate to the grade and role, as directed by the Residential Business Manager, catering management and College Officers.



PERSON SPECIFICATION

	Criteria	Essential	Desirable
1	Five GCSEs at least Grade C or level four (or equivalent) including English Language and Mathematics (or equivalent experience).	x	
2	Ability to work with a high-level of accuracy and attention to detail in an administrative context.	x	
3	Experience of working as part of a team in a customer focussed service to ensure the delivery of high-quality services.	x	
4	Excellent communication skills including a high standard of written English and the ability to disseminate and explain policies to enquirers.	x	
5	Ability to work independently and to use initiative in the completion of day-to-day tasks.	x	
6	Ability to work flexibly to meet changing demands and working practices.	x	
7	Experience of managing a busy workload and competing priorities under pressure to meet deadlines.	x	
8	Experience of seeking opportunities for continuous business improvement within an organisation.	x	
9	A good understanding of issues associated with confidentiality and information sharing.	x	
10	Evidence of personal development to maintain and develop skills.	x	
11	Competence with IT including experience of all standard Microsoft Office applications.	x	
12	Willingness to work occasional evenings and weekends to support the delivery of core operational work and activities.	x	
13	Experience in an administrative role in a Higher Education environment.		x
14	Experience of health and safety management and administration.		x
15	Ability to administratively support Higher Education students from a range of backgrounds and cultures.		x

This role is subject to the successful applicant providing proof of eligibility to work in the UK.



APPLICATION PROCESS

The application should include:

- Letter of application, indicating how you can fulfil the essential and desired criteria (this may be part of the letter or as a separate document)
- Current CV
- Names and contact details of two referees (including current or most recent line manager)

Applications should be submitted by email to the Residential Business Manager on marija.huljak@durham.ac.uk.

The deadline for applications is Tuesday 07 January 2025 (23:59). Interviews will be held in person at St John's College on the afternoon of Tuesday 14 January 2025.