



JOB DESCRIPTION AND PERSON SPECIFICATION

Head of Accommodation, Sales & Events

Department	Accommodation, Sales & Events
Salary	£46,735 per annum - £55,755 per annum (discretionary to £60,907) depending on qualifications and experience. Grade 8 of the University Salary Scale. In addition, Wadham College also pays full-time staff a further £1,500 Oxford Weighting per annum.
Hours	Due to the level of the post the hours of work are not prescriptive, and the post holder is expected to be flexible to meet the demands of the role (no less than 37.5 hours a week). Normal office working days are Monday to Friday. Additional hours will be compensated by time off in lieu.
Contract type	Permanent, following satisfactory completion of a 12-month probationary period
Reporting to	Deputy Domestic Bursar
Contact	The post-holder will work closely with the Warden and his Executive Assistant, Sales & Events Executives, Accommodation and Events Officer, Sub Warden, Domestic Bursar, Deputy Domestic Bursar, Development Director, Chaplain, Cellarer, Head of Departments, and other Fellows and staff of the College for a variety of events.
Additional information	<p>Annual leave entitlement will be 30 days including the College's closed periods of five days at Christmas, plus bank/public holidays. Due to operational requirements, you may be required to work on any of the bank holidays or weekends, for which time off in lieu will be provided.</p> <p>Parking is not available; however the College provides a bus pass scheme and a designated area for bicycles.</p> <p>Further details on staff benefits can be found on the back page</p>
Start Date	June 2025 onwards
	 <p>We are a certified Oxford Living Wage employer</p>  <p>INVESTOR IN PEOPLE</p>

Wadham College

Wadham is one of the largest of the colleges of the University of Oxford, with approximately 450 undergraduates, 170 postgraduates, around 70 Fellows and over 100 staff. Founded in 1610, Wadham celebrated its 400th anniversary in 2010. It has an annual turnover of some £10M and reserves in excess of £100M.

Wadham attracts undergraduate and postgraduate students from a wide range of backgrounds thanks to its informal atmosphere, academic strength, historic

environment and the open-minded, progressive and socially aware attitude of its community. Wadham College is proud to be a Living Wage employer since April 2015 and an Oxford Living Wage employer since June 2022. The College has been awarded Investors in People since 2003.

The College's Governing Body consists of the Warden and Fellows and is chaired by the Warden. From 1 September 2021 Robert Hannigan (Classics, 1983) became the new Warden and was Director of GCHQ, the UK's largest intelligence and cyber security agency from 2014-2017.

More information about Wadham College can be found at www.wadham.ox.ac.uk

General Overview

The Head of Accommodation, Sales and Events, supported by the Sales & Events team, are responsible for the booking and running of commercial events at Wadham sites within the Oxford area. Wadham College's annual revenue from sales and events brings in over £1m income for the College and the intention is for this to increase to £1.7m over the next 5 years. The Head of Department will ensure that a comprehensive service is provided for all College events from initial inquiry through to distribution of details to domestic staff and eventual preparation of final invoice for the accounts department. Income generation and strategic planning will be a key aspect of the role ensuring that revenue from events is maximised whilst providing an efficient and professional service. The post holder will have overall responsibility for managing college accommodation for students and for internal and external events. The combined revenue budgets for sales and events and student accommodation is set to be around £4m per annum over the next 5 years. The Head of Accommodation, Sales and Events will have delegated responsibility for this budget.

The successful candidate will have the abilities to perform the duties of the post as outlined above and in the responsibilities included below. Wadham College will open a new accommodation site this year in Oxford and a key aspect of this role will be to maximise student occupancy and deliver significant growth in the College's income from commercial operations during out-of-term periods. This is in addition to maintaining and growing the College's established commercial operation at the main site and Merifield site.

Responsibilities and duties

Staff Management

1. Management responsibility for the Sales & Events team and Accommodation & Events Officer, including: training, recruitment, induction, performance reviews and the timely completion and submission of all appropriate documentation.
2. Chair regular team meetings and 1-2-1's with direct reports
3. Provide appropriate guidance, leadership and support for direct reports as required on welfare and employee relations issues and liaise with the Deputy Domestic Bursar or HR Department if appropriate.

Marketing, Sales and Finance

4. Undertake a significant part in the strategic planning processes for the College's commercial events activities.

5. Responsible for setting business plans and analysis and evaluation of these plans on a regular basis, setting and reviewing financial forecasts, undertaking market analysis, developing proposals and undertaking feasibility analysis.
6. Utilise skills in business development to rapidly build new business opportunities through the development and implementation of a rolling three year marketing and business development strategy for sales and events.
7. Manage the sales and marketing operation, which is handled by the team, developing skills and techniques and being in control of responses to leads and enquires.
8. Responsibility for delivering the annual sales and events budget in order to maximise revenue to the College, reduce expenditure and achieve annual targets.
9. Proactively produce financial and written reports relating to Sales and Events and Accommodation operations to the Bursary and, where required, for College committees including: progress summaries, revenue, occupancy and profit forecasts.
10. Regularly carry out analysis of competitors, identifying opportunities and ensuring pricing and offering represents good value for money.
11. Develop relationships with other organisations and individuals to increase business in line with the marketing plan, including client familiarisation trips and networking groups. Effectively advertising the College's facilities and services at trade shows and other relevant forums, where required.
12. Liaise with Head of Departments and chair regular operational meetings with them to deliver high levels of service and identify areas for future improvement, and effect positive considered change.
13. Negotiate with suppliers to get the best price for any expenditure and maintain expenditure within the agreed budget.
14. Represent the College at meetings and events relating to the accommodation and events operation.
15. Manage the Accommodation, Sales & Events office to deliver smooth administration and communication of event information to relevant departments within the College.
16. Review and develop departmental policies and procedures to ensure they are up to date, effective and support the sales strategy and College objectives.
17. Work with the Head of Communications to promote events at Wadham to maintain positive online presence on the website and through associated social media.
18. Manage the College's Bed & Breakfast operation across all sites, ensuring relevant Head of Departments have the information to plan and operate the service.

Accommodation Office

19. Line management responsibility for the Accommodation & Events Officer in all aspects of student accommodation.
20. Under the guidance of the Domestic Bursar, liaise with the JCR to involve the student body in any student accommodation decision making, at the appropriate time.

21. Coordinate with the Domestic Bursar and Accommodation & Events Officer when developing proposals to be made for student rent levels and vacation charging arrangements.
22. Support the Accommodation & Events Officer with any student queries that require escalation.
23. Proactively plan, in coordination with the Works department, rooms to be blocked for maintenance and refurbishment during low occupancy periods.

Commercial Activities and Customer Service

24. Develop and implement a strategy for commercial bookings and events for the new Dorothy Wadham site to achieve sales targets.
25. Work proactively, to foresee any potential issues and to think strategically about contingency plans and communicate them effectively.
26. Overall management of all College and commercial events in close liaison with College Officers, departments and Fellows, highlighting any potential areas of risk to the Deputy Domestic Bursar.
27. Set customer service level agreements and ensure the department responds within the agreed timeframes.
28. Deal with a wide and varied flow of people at different levels with an awareness of the need for confidentiality and sensitivity. Deal professionally with any complex customer service matters and escalate these, if required.
29. Professionally communicate and meet with potential clients, including the delivery of presentations where necessary
30. Responsibility for ensuring the department delivers outstanding customer service to internal and external customers. Evaluate feedback and the service delivered and identify opportunities and action any areas for improvement.
31. Ensure that all relevant health and safety documentation, PL insurance, performing rights forms and Risk Assessments are provided by event organisers, as required, and that events are compliant with the College's licence.
32. Responsible for managing all Holywell Music Room bookings in coordination with the Faculty of Music, managing availability, processing bookings and administering contracts and invoices.
33. Ensure a fully up to date Property Management System (PMS) is maintained for all College and commercial bookings and support operational departments with training on use of this system.
34. In close liaison with the SU, Fellows, Steward of the Common Room and DB's Office, manage the term card diary of internal events, including forward-planning and ad hoc fielding of enquiries from all internal stakeholders, booking special dinners, drinks receptions and refreshments, ensuring the College community is well supported within the bounds of College's operational capacity.

General Duties

35. Work with the College Office to support Wadham's commitment to fair access and support the primary academic and charitable objectives of the College.
36. To comply with College data protection and information security policies and ensure processes and communications conform to College GDPR (General Data Protection Regulation) requirements.

37. Ensuring the activities of the sales and events office are in line with the College policies.
38. Maintain records of relevant areas of responsibility.
39. In agreement with the Deputy Domestic Bursar, support other areas of the college with workplace training including: producing training material and delivering training.
40. To undertake any job-related training requested by the College;
41. To work as part of a busy team and be flexible and willing to help colleagues when required;
42. To undertake any other duties commensurate with the role.

PERSON SPECIFICATION

Essential

1. Educated to degree/diploma level or relevant experience in relation to the role.
2. Proven ability in significantly steering strategy and business development to deliver significant revenue growth in a complex operation
3. Significant experience in sales and event management within the hospitality sector or similar commercial environment
4. Experience in short and long term financial budgeting and forecasting with excellent numerical, analytical and reporting skills
5. Experience of reviewing and developing policy at a department level
6. Experience of preparing and delivering presentations to key clients, agents and committees
7. Excellent customer service, negotiation and relationship building skills and ability to confidently deal with people at different levels
8. Experience of managing a diverse team with demonstrable experience in effective personnel management and team development
9. Proven ability to effect positive change in a complex organisation
10. Excellent planning and project management skills
11. Ability to work effectively under pressure and to multi-task, exercise good judgement and prioritise
12. Proven ability to translate creative ideas into practical solutions, using initiative and foresight to overcome adversity, whilst anticipating potential challenges and preparing contingency plans
13. Flexible approach to ensure the best standards and service delivery
14. Excellent IT skills with experience of using Microsoft Outlook, Word and Excel, and website development
15. An understanding of the importance of data protection and GDPR and ability to follow policies and procedures in relation to this.
16. Professionalism with excellent written, oral, presentation and interpersonal skills
17. IT systems experience (e.g. Property Management Systems)

Desirable

1. Experience of managing an accommodation operation.
2. Experience managing student accommodation.
3. A catering/hospitality qualification.
4. Experience of working in a Higher Education establishment and committee structure.
5. Personal Licence holder, or willingness to undertake the relevant training.

APPLICATION PROCESS

Applicants are asked to complete an application form, including the contact details of two individuals willing to act as referees:

1. The first referee should be the applicant's current or most recent a former line manager, Head of Department or someone with supervisory responsibilities
2. The second referee should ideally be a former line manager, Head of Department or someone with supervisory responsibilities from a different establishment than the first referee.

Applicants should ensure that they outline the reasons for their interest on the application form and the qualities they feel would make them particularly suitable for this position. Applicants will be judged on their completed application form and how they meet the selection criteria outlined above.

The deadline for receipt of applications is **12 noon on 12 May 2025**. Shortlisted applicants will be notified thereafter for interview and all applicants will receive a response as soon as possible (usually within three weeks). Applications should be sent to: jobvacancies@wadham.ox.ac.uk or alternatively the HR Manager at Wadham College, Parks Road, Oxford, OX1 3PN.

Shortlisted applicants will be notified thereafter for interview and all applicants will receive a response as soon as possible (usually within three weeks). Applications should be sent to: vacancies@wadham.ox.ac.uk or alternatively the HR Department at Wadham College, Parks Road, Oxford, OX1 3PN.

Special Arrangements

The College welcomes applications from candidates who have a disability. These documents will be made available in large print, audio or other formats on request. Applicants invited for interview will be asked whether they have any special requirements to make the interview more convenient and effective for them.

Data Protection

Information regarding the way we process your personal data, as part of the General Data Protection Regulation (GDPR) and Data Protection Act, can be found at on our website at: <https://www.wadham.ox.ac.uk/gdpr-framework>. This includes a copy of the Privacy Notice for Job Applicants.

Wadham College Equality Statement

Subject to statutory provisions, the aim of our policy is to ensure that no applicant, student, or member of staff will be discriminated against on the basis of age, disability, gender reassignment, marriage or civil partnership, pregnancy or parenthood, race, religion or belief, sex, or sexual orientation, or be disadvantaged by conditions or requirements which cannot be shown to be permitted by law.

Values Statement

Wadham has a cherished tradition of being at the forefront of advancing equality of opportunity, and celebrates vigorous debate, independent thought, and academic excellence. We seek to create a welcoming, accessible, and secure environment in which to work, study, live, and visit. Our community embraces people of all ages, backgrounds, races/ethnicities, nationalities, beliefs (including religious beliefs), genders, sexualities, dis/abilities, and appearances. This inclusiveness, underpinned by mutual respect and consideration, enriches us all.

BENEFITS OF WORKING AT WADHAM COLLEGE

Training and Development Opportunities	Further details can be found at: https://pod.admin.ox.ac.uk/learning-and-development-opportunities-professional-services-staff-0
Free Staff Meals	If you work longer than a 6-hour shift then you are normally entitled to one meal on duty free of charge at the main College site (Parks Road) if the kitchen is open and operational. It is up to the Head of Department whether this is breakfast, lunch or an evening meal. Please be aware that there is no cash equivalent or allowance for meals missed or when the kitchen is closed.
Employee Assistance Programme (EAP)	An EAP is a confidential employee benefit designed to help you and your immediate family deal with personal and professional problems that could be affecting your home life or work life, health, and general wellbeing. A 24/7 helpline is available to assist you which can provide counselling support as well as a smartphone app and wellbeing portal to access further information.
Corporate Discounts (through the University of Oxford)	Below is an example of the discounts available (this list is not exhaustive) <ul style="list-style-type: none"> • 10% discount in some University shops • Free entry to Oxford colleges and libraries which charge for admission • Discounted computer software from the University Computing Service • Free access to the University Botanical Gardens • Discounted membership of the Iffley Road gym and swimming pool
Access to Wadham Gardens and Leisure Facilities	Staff may use the gardens at Wadham, sports ground pitches and tennis courts (located on Marston Ferry Road, Oxford). Wadham College hires a punt annually from the Cherwell Boat House which staff are permitted to hire for a small fee and a squash court is also available within the College. The University Club provides social, sporting and hospitality facilities. It incorporates a Club bar, a cafe and sporting facilities, including a gym.
Staff Entertainment	The College arranges social events including charity raffles, coffee mornings, cake sales, quiz nights, staff Christmas party and children's Christmas party.
Pension	The University offers generous occupational pension schemes for eligible staff members. Opportunity to join the Oxford Staff Pension Scheme (OSPS). Details are available online at: https://finance.admin.ox.ac.uk/osps General information about university pensions can be found at: https://finance.admin.ox.ac.uk/pensions
Travel	The College offers travel schemes and public transport travel discounts to staff. Full details are available from the College.

Nurseries and childcare	The University offers quality childcare provision services at affordable prices to College staff. For full details about the services offered, please visit https://childcare.admin.ox.ac.uk/home . Due to the high demand for nursery places there is a long waiting list, although Wadham offers a limited number of places on a sponsored priority scheme to help reduce the waiting time.
Private Medical Insurance	The Oxford Colleges' Healthcare Scheme is available to eligible staff and further details are available from the College. Members of staff are expected to contribute to the scheme.
Discounted Guest Rooms	Staff may on occasion book a room at Wadham College, subject to availability. Staff are entitled to receive a discount on accommodation during our College vacation periods, subject to terms and conditions.