



## Office and Marketing Assistant

Salary: £23,144

Full time 9-5 Mon-Fri

25 days holiday pro rata and bank holidays.

Maternity cover, fixed term contract.

The post is based in central Cambridge.

### About Meet Cambridge

#### Our Mission Statement

Meet Cambridge is the conference and events bureau for Cambridge and the only official venue-finding service for space at The University of Cambridge and the Cambridge Colleges. We offer impartial advice and a comprehensive suite of services to help clients deliver exceptional events, from free venue sourcing to full event management. Our extensive portfolio also includes hotels and unique properties in and around the city, providing creative and imaginative settings for all types of events.

#### Our Purpose

- To position Cambridge as one of the top destinations for events by collaborative destination marketing activities for the City's conference, meetings and events venues.
- To ensure that Meet Cambridge is positioned as the *free, official, go-to* support for venue finding and event management in Cambridge and to be recognised for our service regionally, nationally and internationally.
- To attract new business to the City.

#### Responsibilities of Office & Marketing Assistant

##### Deliver Great Service to Event Organiser Clients

- Responding professionally to any enquiries by phone, email, in person, live chat or social media.
- Planning and booking venues for internal meetings.
- Making travel bookings and arrangements for off-site events.
- Assisting the venue-finding team with ad hoc duties such as updating the database and database cleaning.
- Assisting with site visits and coordinating FAM trip itineraries.

##### Deliver Benefits for Venue Membership & Maximise Venue Engagement

- Responding to venue support queries in a timely manner.
- Attending networking opportunities and other events as required.
- Assisting with the administration of setting up new venue accounts.
- Administrating Service level Agreements (SLA).



### **Marketing, Exhibitions & Events**

- Assisting the team with marketing related tasks.
- Assisting with the planning and hosting of Meet Cambridge's events.
- Posting content to Meet Cambridge's social media channels.
- Recording PR coverage in Simpleview (CRM)

### **Ambassador Programme**

- Supporting activity for the programme as requested.

### **Sustainability**

- Maintaining our efforts in line with Meet Cambridge's Sustainability Policy.

### **Event Industry Suppliers & Other Strategic Partners**

- As required, working with suppliers and maintain records.
- Local knowledge/partnerships – an understanding of the local area and our industry and regional partners.

### **Team, Office & Administration**

- Be part of the team; support colleagues to ensure harmony and well-being.
- Updating the team diary; and arrangements for team activities.
- Premises, utilities, and office administration as requested.
- Ordering stationery and office equipment as needed.
- You have a duty to take reasonable care of your own well-being and that of all other employees, and a personal responsibility for ensuring adherence to our health and safety policy and procedures.

### **Person Description**

Friendly, enthusiastic and organised individual who can be flexible, working in a small busy team, with drive and motivation to work independently.

### **Experience**

- Database/CRM (desirable)
- Experience of Emarketing Software (desirable)
- Experience in a customer service role
- Experience of the events industry (desirable)
- Experience of destination marketing or a desire to learn

### **Competencies**

- IT Literate
- Excellent written communication skills and professional telephone manner
- Exacting standards and an eye for detail
- Understanding of GDPR
- Knowledge of Cambridge and venues
- Understanding of sustainability issues