



JOB DESCRIPTION

Job title	Conference and Accommodation Administrator
Department	Domestic Office
Location	Oriel College, Oriel Square, Oxford OX1 4EW
Salary	£24,000 - £27,000pa dependent on experience (Oriel College Band 4)
Hours of work	Full time – 36.5 hours per week
Contract type	Permanent
Reporting to	Accommodation Manager and Conference Manager
Liaison with	Fellows, Students, Staff, Visitors, Domestic Heads of Department

Overview of the role

The Domestic Office team comprises of four FTE, Conference Manager, Accommodation Manager, Conference and Events Coordinator and a Conference and Accommodation Administrator. The Team provides accommodation and seminar, conference or teaching rooms to students, guests and visitors, both internal and external, and ensures a professional customer-focused approach at all times. Under the direction of both the Accommodation Manager and the Conference Manager, the team manage bookings and events to maximise sales, occupancy, rate and profit whilst prioritising the College's academic activities and student life.

Main Responsibilities

Internal and External Conferences/Room Bookings

- Responding to room booking enquiries from academics and other internal stakeholders to allocate rooms in an efficient manner;
- Liaise with internal stakeholders to obtain numbers and dietary requirements to update the booking system in a timely manner;
- In liaison with the Conference Manager and Conference and Events Coordinator, ensure conferences and events are booked in accordance with clients' requirements; Proactively follow up enquiries regarding conferences and events. This includes responding daily to enquiries on Conference Oxford and supporting the Conference and Events Manager in building our summer school business;
- Working with the Conference Manager and Conference and Events Coordinator to make sure all information on the College website is up to date. This includes checking and uploading the latest menus, pictures and information;
- Update any conference material as required;
- Make sure the conference section of the KX booking system is up-to-date;

- Acknowledge receipt of bookings and maintain regular contact with the organisers;
- Ensure that any last-minute changes to events, cancellations, or new bookings are relayed promptly to the relevant departments, and that clients' requirements are met on the day;
- Attend and provide support to arrival weekends for summer schools and on weekends with large events
- Prepare accurate and timely invoicing, including correct treatment of VAT, and ensuring that the format meets requirements as directed;
- Actively contribute to the production of weekly detailed reports to others within the College, in order to provide them with the information required for operational purposes, effectiveness and efficiency;

Student and Fellow Accommodation

- Act as a point of contact for general enquiries for the domestic office for internal and external guests;
- Ensure correct and complete record keeping, including filing and archiving for all areas of responsibility;
- Attend meetings with other administrative staff or Departmental Section Heads, where accommodation, conference or general service delivery topics are on the agenda;
- Support colleagues and provide cover within the domestic Office team as required. This includes assisting the Accommodation Coordinator during the student accommodation ballot
- Assist with student and guest room bookings when needed;

Support to the Decanal Team

Be sympathetic to the support and welfare needs of the student body; providing a friendly, approachable and safe environment for students to get information or signposting to the appropriate support resources.

Liaison with the student welfare team and follow correct procedures with the support of the Decanal Team and senior college officers as appropriate.

Ensure that any information concerning student welfare is relayed to the relevant senior manager promptly, accurately and confidentially.

Selection criteria

You will need to be approachable and professional and able to prioritise work from a variety of stakeholders while always maintaining a client centric approach.

Essential:

- Minimum 1 year experience in events administration, from either the hospitality or educational sector.
- Strong IT skills including Microsoft Office (Excel and Word).
- At least one year experience working with events booking software (hospitality or educational).
- Fluent written and spoken English.
- Outstanding organisational skills, with the ability to plan and correctly prioritise work.
- A high level of attention to detail in all areas of your work.
- Able to work on own initiative and with minimum supervision.

- Flexible approach to working hours. Able and willing to work occasional weekends / early starts / late finishes as required.
- Able to work under pressure in a calm and effective manner at all times.
- A hands-on team player who is reliable and willing to do whatever is needed to get the job done and to support the team.

Desirable:

- familiarity with Oxford University and the collegiate system.
- Revenue Management experience.
- Experience of working with the KX booking system.

About Oriel

Oriel College is the 5th oldest Oxford College of the 39 self-governing and independent colleges within the University of Oxford and the oldest Royal Foundation; in 2026 we will be celebrating our 700th birthday. Described by our students as ‘the perfect size’, with around 600 students we’re slightly smaller than the average Oxford college, and our community is tight knit and friendly. Oriel brings together a world-class academic community of leading academics and researchers with high achieving and motivated students, underpinned by around 120 people working in the professional support teams.

Located right in the middle of Oxford in beautiful buildings, the College has a rich history and has been home to Saint John Henry Newman, Saint Thomas More, Sir Walter Raleigh and two Noble Laureates, amongst many other influential thinkers.

For more information about Oriel College, please visit <https://www.oriel.ox.ac.uk/>

Pre-Employment Screening

All appointments are subject to proof of the candidate’s legal right to work in the UK and receipt of satisfactory references.

You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Data Protection

Please note that any personal data submitted to the College as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation.

The College exists to promote excellence in education and research and is actively committed to the principle of equality of opportunity for all suitably qualified candidates.

Employee Benefits*

- 38 days holiday (including bank holidays)
- Pension scheme
- Life Assurance (2 x salary)
- Employee Assistance Programme

- Free lunch on each day worked (when the kitchen is open)
- Travel loan scheme (bus and bike)
- Cyclescheme (salary sacrifice)
- Free eye tests and a contribution towards new lenses/glasses if your prescription has changed (for VDU users)
- Annual Flu jab
- Annual pension review meeting
- Staff social events
- Free entrance to The University of Oxford Botanic Gardens
- Free entrance to Harcourt Arboretum
- Free membership (via application) to Wytham Woods
- Free access to visit the 45 Colleges that make up Oxford University plus University Libraries
- Free membership of the University Club (social, sporting and hospitality club)
- Free entrance to University museums

Retail

- 10% discount at Ashmolean Museum Café and shop
- 10% discount at Bodleian Library shop
- 10% discount at OUP bookshop
- 15% off at Blackwell's bookshop in Oxford
- Discounts online and in local shops via following the link <https://hr.admin.ox.ac.uk/discount-codes>
- Discounts on over 100 national brands by applying for a FREE TOTUM Discount card
- Discount on retail, food and fitness via applying for a UNiDAYS account
- Discount on retail, food and fitness via applying for a Student Beans account
- Discount at Howdens Oxford quoting Oxford University

Fitness

- Discounted membership to University sports facilities, Iffley Road
- Discounted membership to the University Club, Mansfield Road (social, sporting and hospitality club)
- Up to 30% discount at various gyms via student membership app UNiDAYS

Healthcare

Discounted private healthcare via Eduhealth <https://www.eduhealth.co.uk/oxford-university>

IT Software

- Free Office 365 software download on up to 5 devices
- Free antivirus software

Training and Development

- Free access to hundreds of online training courses
- Free training via LinkedIn Learning

*Please note that with the exception of holidays and pension provision, the benefits listed are non-contractual and may be subject to change or withdrawn.