

## **1. PURPOSE AND SCOPE**

1.1 The Conference and Events Unit (CEU) oversees the bookings of events taking place on University Grounds. This includes Sir Temi Zammit Hall, outdoor spaces and different lecture rooms. This procedure describes the way the CEU proceeds with the bookings of the different venues requested.

## **2. DEFINITIONS**

2.1 CEU: Conference and Events Unit

2.2 Exterior Outdoor The exterior outdoor areas at Msida include: the Quadrangle, areas: Piazza Dun Karm, Greek Theatre and Car parks.

2.3 FMU Facilities Management Unit

2.4 KSU: Kunsill Studenti Universitarji

2.5 Student Associations: All University of Malta student organisations who organise events on campus.

2.6 Third party clients: All non-University staff members as well as University staff members who make a request on behalf of an institution not affiliated with the University of Malta.

2.7 University: University of Malta

2.8 University staff members: All University of Malta staff including both academics as well as members of administrative/technical staff.

## **3. RESPONSIBILITIES**

### **3.1 Roles and Responsibilities of the Administrative Assistant within the Conferences and Events Unit.**

3.1.1 The administrative assistant is responsible for answering requests received through the online booking form system and of sending the relevant quotes (when applicable).

3.1.2 The administrative assistant also assists the Operations and Events Manager in liaising with the organizer of the event and is responsible for communicating details pertaining to logistics and set-up to the rest of the Conferences and Events team and UM Staff ( Estates, Facilities & Capital Development Directorate). The

Administrative Assistant also collects the necessary quotes and places the required bookings for catering or such services which would be needed during the event.

- 3.1.3 The administrative assistant assists clients during events happening at Msida Campus where VIP are present on campus, or for events which exceed forty people. In such instances the administrative assistant from the CEU appointed at Msida campus helps with the registration of participants and oversees the logistic of the events.
- 3.1.4 The administrative assistant is responsible for raising Purchase Orders for catering, transport and other requests when events are hosted by third party clients.
- 3.1.5 The administrative assistant is responsible for the monthly scheduling of events which is shared between the Scheduling Office, FMU, Precincts Office and Marketing, Communications & Alumni Office.
- 3.1.6 Once events are over, the administrative assistant is responsible for the collection of the billing details pertaining to the events at Msida Campus.

### **3.2 Roles and Responsibilities of the Executive Officer within the Conferences and Events Unit.**

- 3.2.1 It is the responsibility of the executive officer to forward the necessary information to the University's Billing Office within Finance Office for the issuing of invoices.
- 3.2.2 The executive officer has the responsibility of raising purchase orders and checking suppliers' invoices before these are forwarded to the Finance Office for processing.
- 3.2.3 The executive officer is also responsible for keeping a record of all the transactions related to Msida Campus vote numbers.

### **3.3 Roles and Responsibilities of IT Services**

- 3.3.1 IT services are responsible for providing any Audio Visual facilities, WI-FI or other technical equipment requested by the client.

### **3.4 Roles and Responsibilities of the Operations and Events Manager**

- 3.4.1 The Operations and Events Manager coordinates the whole Conferences and Events team, deals directly with University staff members and students during the planning stages of University of Malta conferences and calculates the budgets for events.

3.4.2 The Operations and Events Manager is also the person responsible to give the go-ahead for financial decisions and other general operations.

#### 4. HEALTH AND SAFETY REQUIREMENTS

4.1. The CEU follows the regulations indicated by the University of Malta Health and Safety Officers.

#### 5. PROCEDURE

5.1 University of Malta Staff members, student organizations and third party clients submit an online request through the CEU website: <http://www.um.edu.mt/conferenceunit/eventsbookingform>.

##### 5.2 Checking Availability of venues

5.2.1 When a request is received by the CEU, for the rental of rooms the administrative assistant checks the availability of venues with the respective Offices as follows:

- Communicating with the Scheduling Office for the rental of rooms in Gateway Building, Old Humanities, Lecture Centre (including LT1/LT2), Arts Lecture Theatre, Faculty of Science, Faculty of Engineering and Junior College.
- Liaising with the Faculty of ICT for the Auditorium or their respective board rooms.
- Collaborating with IT Services for the rental of Training Rooms.
- Liaising with the Precincts Office for the use of Outdoor spaces such as Car Parks or the Greek theatre.
- The Head of the Library is contacted when a request for an event on the outdoor space in front of the library is received by the CEU team. Thus ensuring that events organised will not disrupt the students at the library.
- When clients request the use of the Quadrangle or Piazza Dun Karm, the CEU contacts the technical person in charge of Sir Temi Zammit Hall before confirming the availability of these outdoor spaces. Since these two spaces are in the vicinity of Sir Temi Zammit Hall, events happening on these two venues might interfere with the event taking place at the hall. Therefore, the booking of these outdoor spaces is confirmed subject to availability. In cases where there are events scheduled at Sir Temi Zammit Hall the clients are contacted by CEU to check whether they can change the date of their event.

- 5.2.2 Should the requested venue and time slots requested by the clients not be available, the administrative assistant checks whether the date is flexible with the client. On occasions where the client cannot change date of event, an alternative venue is offered subject to availability on campus
- 5.2.3 At the beginning of every month the administrative assistant forwards the schedule of the events taking place at Msida Campus to the Precincts Office, the Scheduling Office, FMU and the Marketing, Communications & Alumni Offices for their information. Special attention to detail is given for events where VIP's are attending events.

### 5.3 Proceeding with the Booking

- 5.3.1 Once communication is received from the different Offices concerned an email and a quotation are sent to the client according to the rules and regulations as stated in the Conferences and Events Policy. In case of a complex request, the quote is drafted by the operations and events manager and an acknowledgment email is sent to the client.
- 5.3.2 On occasions where more than one group of students request the use of outdoor spaces during the same day and time, the CEU liaises with KSU to act as intermediary between the student organizations with the aim of avoiding any clashes that might arise between the students. Thus, the administrative assistant appointed at the Msida Campus meets up with the student groups including KSU to ensure that no problems arise between the students.
- 5.3.3 Third party clients are invited to check out the venues prior to confirmation of bookings. On such occasions, the administrative assistant located at Msida Campus meets the clients in order to show them the venues and to assist them with any logistical help. The client might request a particular venue set-up and the CEU together with the respective Offices commits itself to set up the room to the client's needs and requirements.
- 5.3.4 As explained in detail in the CEU Policy, University staff members and students are not charged for the rental of outdoor spaces if the events are not money-generating. However, over-time of beadles and technicians are charged when events exceed the working hours. Once the event is over, the administrative assistant checks the timings of the beadles who were on duty together with the FMU, so as to ensure that the beadles on duty are paid for their over-time. The clients requesting the event is then charged for the over-time of the beadles and technicians involved.

- 5.3.5 When events take place outside working hours, the Precincts Office is responsible of contacting the Security so as to ensure that there are no problems arising during the events.
- 5.3.6 On occasions where the same room is used by third party clients over the weekend, the charges for cleaning are also added to the quotation.
- 5.3.7 Once the quote is confirmed by the client, the booking is confirmed and the google calendar shared between the CEU staff, and the other Offices concerned is updated. The google calendar for outdoor events is shared with KSU so that they can check availability of the Quadrangle in case student organisations request the Quadrangle for events.
- 5.3.8 When a client cancels an event, an email is acknowledged by the CEU staff and the administrative assistant informs the Precincts office that the event has been cancelled and the Google calendar is updated.
- 5.3.9 The CEU maintains contact with the client to collect all the required details and logistical requirements. This includes set-up, programme, catering, any merchandise requested and technical equipment needed and billing details.
- 5.3.10 When clients request catering during events, the caterers situated on campus are contacted as they have the tender to work on University grounds. Although they are not the exclusive Caterers of University, priority should be given to said caterers for events happening on campus. The Role of the administrative assistant is to act as an intermediary between the Clients and the Caterers, in order to check that the clients' requests are satisfied. The administrative assistant communicates with the Caterers and according to the clients' request, a quotation is issued by the caterers. For internal events, the Faculty/Institute/Centre/School issue a purchase order to the Caterers, whereas for external clients, the administrative assistant raises the Purchase Order for the Caterers. Once the event is over, an invoice is issued to the clients by the caterers, and the client is charged for the billing at the end of the month by the CEU.
- 5.3.11 In the eventuality that students/ staff or third party clients organise events which includes the sale of alcohol on campus, these clients are referred to the Precincts Office to sign the necessary paper work. The Precincts Office guides these clients to sign a copy of the related legal notice and a refundable deposit is paid from upfront.
- 5.3.12 The CEU works with the IT Services in cases where clients request support for Audio Visual material or rental of equipment. When third party clients request Wi-Fi and technical equipment such as roving mics, laptops and Audio-Visual facilities,

IT Services are contacted to oversee that the requests of the clients are accommodated.

5.3.13 On the days preceding the event, appointments for technical checks (if applicable) are set. The administrative assistant ensures that all conference material (such as name-tags, name plates and conference packs) are ready at least a day before the event.

5.3.14 The CEU contacts the Estates, Facilities and Capital Development Directorate prior to the event in order to ensure that the venues allocated for events are cleaned before/after the events take place. They are also contacted for logistical details which include rental of furniture and transport of materials for the events.

#### 5.4 Billing of Events

5.4.1 Once the event is over, the administrative assistant collects all the information pertaining to the event and an excel sheet is filled in with all the billing details of the events. Once the sheet is finalised it is passed on to the executive Officer.

5.4.2 The executive officer collects all the necessary client information and requests the issuing of invoice from the billing office within the Finance Office (in case of third party events) or prepares a journal transfer (in case of events organized from within the University). Once the clients pay the bills funds are transferred to their respective votes.

## 6. REFERENCES

6.1 Events Booking Form, 2016, [Online], Available at <http://www.um.edu.mt/conferenceunit/eventsbookingform> [Accessed 14<sup>th</sup> July 2017].

## 7. LIST OF APPENDICES/WORKSHEETS

7.1 Annex I: Conference and Events Policy