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| Last updated: |  17/3/23 |

**JOB DESCRIPTION**

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| Post title: | **Events Manager** |
| School/Service: | Careers, Employability and Student Enterprise |
| Faculty: | Student Experience Directorate (SED) |
| Career pathway: | Management, Specialist and Administrative (MSA) | Level: | 4 |
| \*ERE category: | N/A |
| Posts responsible to: | Head of Student Enterprise and Events |
| Posts responsible for: | Events Coordinators (Level 3) Careers Administrator (Events) (Level 2b) |
| Post base: | Office-based and Outside work (see job hazard analysis) |

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| Job purpose |
| To manage and coordinate the University’s employer events programme offered by Careers, Employability and Student Enterprise (CESE) to support the achievement of students connecting with professional opportunities, employers and external networks, that will enhance their graduate outcomes, according to the University Strategy.This role will take responsibility for key CESE events, including Careers Fairs, leading on their design and delivery in collaboration with other members of the Student Enterprise and Events Team, and working closely with the Employer Engagement Team. The post holder will ensure delivery of consistently high-quality events, working with other colleagues in CESE, Student Engagement, Student Comms, Faculty colleagues, and external organisations to drive up student satisfaction, employer engagement opportunities, generate income and maximise graduate prospects. |

| Key accountabilities/primary responsibilities | % Time |
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|  | Project manage the planning, organisation and delivery of the University’s employer events, including large scale careers fairs, in line with the Employability Action Plan, Education and Student Experience Strategic Plans, Knowledge Exchange and Enterprise Strategic Plan and University Strategy, including:* Seek and promote opportunities to maximise, develop and enhance the success of employer events resulting in improved student engagement with employers and external organisations/networks and more students securing positive graduate outcomes
* Develop new types of events or new ways of delivering existing events to offer a variety of engagement opportunities to both employers and students and generate a sense of excitement around the events programme, incorporating virtual activity where it enhances the offer
* Review evaluation methods in place to obtain feedback on all events organised and ensure this is used constructively to inform the planning of future events and to enhance the user experience wherever possible
* Monitor and report regularly on income generation, budget spend, routine financial expenditure, and resource use
* Undertake extensive partnership working with colleagues across the University and external organisations, to meet the aims and objectives of these events
* Utilise all relevant data sets (student engagement, Careers Registration, Graduate Outcomes) to inform decision making, maximising the range and volume of relevant employers engaging with the events programme
* Ensure the correct Health & Safety Risk Assessment is in place and has been disseminated prior to the event to all workers / external organisations at each event
* Manage resources to ensure maximum efficiency and continually monitor progress against project plans and quality standards
* Maintain / increase income generation potential, within parameters of excellent student experience, working with the Employer Engagement Manager
* Support Head of Student Enterprise & Events to maximise the potential synergies from enterprise and employer event coordination and organisation
 | 40% |
|  | Build and maintain an effective network of colleagues and partners to maximise the effectiveness of the events programme, including:* Act as key Events lead for CESE in devising appropriate events, exploring new technology, equipment and marketing resources to expand events programme across all campuses where appropriate
* Work collaboratively with the Employer Engagement team, to gain contacts to participate in events and with CESE line managers to ensure events are staffed appropriately
* Work with Faculty Employability Partnership Managers to provide/maintain an understanding of the type of employer events that are relevant for the students in those faculties and support faculties as appropriate to deliver successful events
* Liaise with Digital User Experience, Customer Relationship Management team (CRM), Student Engagement team, Student Communications team, University Marketing and Communications teams to both promote and communicate these events to the target audience and across all relevant channels
* Attend university committees/working groups as requested by the Head of Student Enterprise and Events to ensure areas of responsibility are represented and reported on
* Network with colleagues in other HEIs and undertake mystery shopping where appropriate to determine best practice with regards to employer and enterprise events for students
 | 25% |
|  | Line manage and develop the CESE Events Team, who have responsibility for delivery of Careers Fairs and employer events to students and recent graduates, including:* Embed a culture of continuous improvement and innovation, and meeting quality standards
* Motivate, coach and develop Events Team to ensure they have the appropriate level of skills, knowledge and capacity to deliver an excellent student experience, including conducting staff appraisals, inductions and performance management for direct reports, identifying relevant training and encouraging creativity in developing the events programme
 | 20% |
|  | Contribute as a member of CESE management team towards broader initiatives to ensure a high quality, accessible and client centred service inc: * Cross service / University projects, working groups or initiatives which support the achievement of Southampton’s and CESE’s objectives and enhancement of the student experience as part of SED, as determined by the Director of CESE
* Achievement and maintenance of agreed quality standards and external quality accreditation through on-going review of practices, contributions to the assessment process and the delivery of high quality, measurable outcomes (eg Customer Service Excellence, AGCAS Quality Membership Standard)
* To develop and regularly update skills, through membership of and engagement with AGCAS and ISE (Institute of Student Employers) learning opportunities, relevant training courses and good practice groups, to ensure current industry standards are met, maximising use of the AGCAS Professional Pathways to support career development
* To promote and exemplify inclusive working practices and strive for diversity within the organisation and its services, ensuring that that you are aware of and aligned with University of Southampton’s strategic objectives on Equality and Diversity
* Participate as appropriate in cross-functional activities at times of peak demand to support colleagues across the Student Experience Directorate (SED) such as international student registration, open days and student recruitment events, confirmation and clearing
 | 10% |
|  | Any other duties as allocated by the line manager following consultation with the post holder | 5% |

| Internal and external relationships |
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| Internal* Academic and Professional Services staff (inc ODAR, Student Comms, Student Engagement, Estates, Hospitality)
* Student body (inc SUSU)
* Alumni

External* Staff in external organisations
* Employers
* National Governing/Professional Bodies inc AGCAS, ISE
* Members of the Public/Community Groups
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| Special Requirements |
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| Demonstrate Southampton University behaviours (Embedding Collegiality – see below). The post holder may be required to work from a variety of campus locations or visit students, customers or organisations external to the University and therefore must be willing to travel.Due to the nature of Events this role will involve regular evening and occasional weekend working to deliver events and to support wider University commitments such as open days. The ability to maintain a responsible and confidential approach to sensitive information. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of HND, Degree, NVQ4 or basic professional qualificationSubstantial experience of large-scale event management in an educational setting, such as careers fairs where customer service is of paramount importanceExperience of managing own budget | Events Management or Project Management QualificationExperience of line management | ApplicationApplication / InterviewApplication / Interview |
| Planning and organising | Ability to set aims and objectives, plan and monitor own workload and establish timelines and consistently review delivery against objectivesDemonstrable ability to set objectives within own project areas, allocate staff time accordingly to meet event deadlines, monitor progress against milestones and re-prioritise according to the changing needs of the Department and the wider UniversityProven experience of successfully planning and delivering a broad range of event activities within professional guidelines /organisational policy in a high quality and timely manner  Evidence of a commitment to the continuous enhancement of a service that adds value to the experience of potential students/other stakeholders, with experience of using qualitative and quantitative data to critically evaluate, demonstrate and improve the effectiveness of activities Proactive approach to the setting of standards for staff to follow and the collection of feedback, engagement in finding appropriate tools and methods |  | Application/InterviewApplication/InterviewApplication/InterviewApplication/InterviewApplication/Interview |
| Problem solving and initiative | Proven ability to analyse issues and break them down into component parts. Make systematic and rational judgements based on relevant informationAbility to understand institutional and general higher education policy changes in order to develop new approaches and initiativesAbility to seek and collate feedback and data from activities, analyse key findings and summarise recommendations for senior staff |  | Application/InterviewApplication/InterviewApplication/Interview |
| Management and teamwork | Ability to understand, develop and promote the need for cross-team working within the institutionProven experience in setting clear objectives both in terms of own workload and for any staff under the post holder’s supervision; to provide a positive environment in which to learn and embed best practiceAbility to manage multiple staff and provide leadership and guidance to those line managed elsewhere in the team. | Previous experience of line-managing staff | Application/InterviewApplication/InterviewApplication/Interview |
| Communicating and influencing | Effective partnership working and interpersonal skills Exceptional interpersonal skills to achieve the required level of engagementProven ability to draft written reports in a clear way that addresses key issues in a succinct mannerAbility to convey accurate information to stakeholder groups in an appropriate, professional and concise manner |  | Application/InterviewApplication/InterviewApplication/InterviewApplication/Interview |
| Other skills and behaviours | A commitment to professionalism, actively supporting equality and diversity and the delivery of high-quality service and client satisfaction levels, both internally and externally**Embedding Collegiality\*** (see below)Demonstrate the Southampton Behaviours and work with colleagues to embed them as a way of working within the team |  | Application/InterviewApplication / Interview |
| Special requirements | Ability to demonstrated understanding of role / motivation for applyingFully proficient in the use of the Microsoft Office suite of productsWilling to travel across all University campuses |  | Application/InterviewApplication/InterviewApplication / Interview |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| [ ]  Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| [x]  No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally** (<30% of time) | **Frequently**(30-60% of time) | **Constantly**(> 60% of time) |
| Outside work  | x |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation  |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** |
| ## Food handling  |  |  |  |
| ## Driving university vehicles (eg: car/van/LGV/PCV)  |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers)  |  |  |  |
| **PHYSICAL ABILITIES** |
| Load manual handling | X |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods | x |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** |
| Face to face contact with public | x |  |  |
| Lone working | x |  |  |
| ## Shift work/night work/on call duties  |  |  |  |

Appendix 1. Embedding Collegiality

Collegiality represents one of the four core principles of the University; Collegiality, Quality, Internationalisation and Sustainability. Our Southampton Behaviours set out our expectations of all staff across the University to support the achievement of our strategy.

