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| Last updated: | June 2019 |

**JOB DESCRIPTION**

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| Post title: | **Events Officer** | | |
| Academic Unit/Service: | Chief Operating Officer | | |
| Faculty: | Estates and Facilities | | |
| Career Pathway: | MSA | Level: | 3 |
| \*ERE category: |  | | |
| Posts responsible to: | Head of Conference, Events and Hospitality | | |
| Posts responsible for: |  | | |
| Post base: | Office-based | | |

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| Job purpose |
| Working flexibly within a team delivering 800 events annually, the Events Officer will effectively manage a portfolio of University and external events from large scale corporate events (such as Staff Party, corporate lectures or major conferences) to smaller one off events (such as training events, meetings etc), providing expert advice and guidance ensure high quality, high impact events. The role will undertake all tasks related to event planning, coordination and delivery, including financial operations. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | Event Planning and Management   * Project manage allocated events from initial enquiry and planning to actual delivery of the event, including: * conducting venue showrounds * delivering all event logistics * sourceing. negotiating and liaising with internal and external service providers and suppliers * producing all contractual documentation * undertaking risk assessments and legal compliance checks * producing event correspondence and event analysis. * Effectively host events providing meet and greet services at many events, ensuring that the event runs smoothly on the day. Provide advice and guidance to event participants, speakers, guests and staff on event processes and procedures | 55% |
|  | Advice   * Provide advice and guidance to event organisers on best practice and approaches for ensuring high quality events * Providing advice and guidance in the planning and implementation of events to other University colleagues and serve as a University-wide expert resource on event planning * Represent the Conference & Events team at a range of internal and external meetings, often presenting and providing guidance to a local conference organising committees. | 20% |
|  | Budget management and financial administration   * Manage event delivery within agreed budget and provide accurate event budget statements to support faculty/ school * Accurately carry out financial administration processes in a timely manner to meet University regulations. Provide accurate financial reporting as required. | 10% |
|  | Data, systems and standards   * Ensure at all times that University procedures are adhered to in relation to managing the health, safety & security of all conference guests and members of the public. * Ensure corporate standards are maintained at all times, raising brand and University reputation. * Review procedures and processes, ensuring they are fit for purpose and maximise efficiency, making recommendations for improvements where identified and implementing agreed change * To develop processes, systems, advice and support for effective event management * Data maintenance – ensure all event correspondence is consistent and logged in the database, Kx and is distributed to service providers in a timely manner to ensure appropriate resources can be allocated. | 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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| The post holder will work with the following groups;  Internal: The post holder will also be expected to work closely with other members of the University including academic and professional services staff and students. Close liaison with University departments in particular the Graduation Office, the UK student outreach team and the Office of the President & Vice-Chancellor.  External: Government departments, charities, other research organisations, alumnus, members of the public. University suppliers and other external agencies. |

| Special Requirements |
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| A flexible approach to working hours is required. At times you will be the most senior person on duty during an event and will be responsible for the safety of all guests and any staff on duty. Evening and weekend work will also be necessary at certain times of year. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of HNC, A-Level, NVQ3 with proven work experience acquired in relevant roles and job-related training.  Ability to apply a comprehensive understanding of relevant University systems and procedures and procedures, and an awareness of activities in the broader work area.  Proven experience of successful event coordination and delivery.  Highly competent in using Microsoft Office word-processing and spreadsheets.  Proven experience of accurate financial administration and budget monitoring experience. | Relevant degree (or equivalent qualification or experience).  Experience of working within a university environment. | Application/Interview |
| Planning and organising | Able to plan and prioritise a range of one’s own, and the team’s activities to ensure the delivery of a high quality events programme.  Ability to successfully plan and deliver a range of competing projects over a period of several months.  Proven accuracy and attention to detail.  Ability to work under pressure and to prioritise workload to ensure multiple deadlines are met. |  | Application/Interview |
| Problem solving and initiative | Proven ability to identify and solve problems by applying judgement and initiative to tackle some situations in new ways and by developing improved work methods.  Experience of being able to think creatively to overcome problems in a short timeframe e.g. when something unexpected happens at an event. |  | Application/Interview |
| Management and teamwork | Able to interact  effectively and sensitively with customers and peers.  Contribute to the building of effective networks across the department and sustain good working relationships for the long term.  Able to contribute to the team objectives working collaboratively with all members of the team  Able to liaise confidently with colleagues at all levels.  Able to solicit ideas and opinions to help form specific work plans.  Able to positively influence the way a team works together.  Able to ensure colleagues are kept fully up to date with information about events that may influence work priorities and service expectations.  Able to effectively delegate and check work of staff, coaching/ training and motivating staff on specialist event and conference issues as required. |  | Application/Interview |
| Communicating and influencing | Able to elicit information to identify specific customer needs and to offer appropriate  proactive advice and guidance on specialist procedures.  Evidence of excellent interpersonal skills with a wide range of people, both internal and external to the University.  Able to elicit information to identify specific customer needs.  Able to offer proactive advice and guidance.  Able to deal with sensitive information in a confidential manner. |  | Application/Interview |
| Other skills and behaviours | Able to adapt and be flexible within working environment.  Understanding of relevant Health & Safety issues; Public Liability regulations; PREVENT. |  | Application/Interview |
| Special requirements | Able to travel to attend meetings and support events taking place in and across all University campuses. |  |  |

**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. |
| 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 |  |  |  |
| 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 |  |  |  |