**Role profile**

<table>
<thead>
<tr>
<th>Job title</th>
<th>Events Officer</th>
<th>Job family and level</th>
<th>Administrative, Professional and Managerial Level 3</th>
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<tbody>
<tr>
<td>School/Department</td>
<td>Campaign &amp; Alumni Relations Office (CARO)</td>
<td>Location</td>
<td>University Park Campus</td>
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**Purpose of role**

To support the delivery of a comprehensive and co-ordinated events programme to aid the core objectives of the University and CARO and facilitate financial and non-financial support to the University. The role holder will support delivery of our event strategy and continuous improvement of all event activity.

The role will provide knowledge of the general principles and standard practices of event management and will have a thorough understanding of relevant systems, policies and processes, to ensure the effectiveness of CARO in achieving its objective of increasing levels of advocacy, volunteering and philanthropic funding to the University.

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<tr>
<th>Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)</th>
<th>% time per year</th>
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| 1 | **Event Planning and Organising**  
  - Plan, manage and deliver a broad portfolio of selected events to budget, in line with the University’s strategic goals and objectives and through consultation with senior colleagues.  
  - Source and liaise with suppliers to deliver successful events, for example caterers, venues, photographers, design agencies, florists, transportation companies etc.  
  - Arrange event planning and briefing meetings  
  - Use initiative to ensure the success of the events, proactively and independently finding creative ways to solve any problems which arise.  
  - Recruit and direct staff/volunteers as required.  
  - Ensure effective record keeping practices, including updating The Raiser’s Edge database of alumni and supporters in a timely manner.  
  - Ensure all work is carried out in accordance with the Data Protection Act 2018 and General Data Protection Regulation.  
  - Undertake evaluation of events, seek feedback and discuss outcomes with guests, Campaign and Alumni Relations Office colleagues and University hosts, and make recommendations for future events.  
  - Communicating with guests and event speakers prior to and on the day of events | 40% |
<p>| 2 | <strong>Event Administration</strong> | 35% |</p>
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| 1 | Provide clerical and administrative support to the events team, including answering telephone and email queries, organising mass mailings, generating database queries, processing event bookings and producing event collateral, such as name badges, guest lists, place cards, table plans etc.  
Keep accurate records of event expenditure, processing payments for events and where appropriate, organising payment of invoices. |
| 2 | Teamwork  
Advise and gain the support of others across CARO, the University and externally to ensure the successful delivery of events.  
Liaise with colleagues to identify guests to be invited to events in order to meet event objectives.  
Liaise with the Communications Team to draft, design and send invitations for events, both electronic and hard copy.  
Liaise with colleagues across the University to provide logistical support, such as Estates, Security, Catering, AV, Timetabling  
Present project updates at internal and external meetings, providing opinions and handling questions and objections as required. |
| 3 | Networks  
Maintain and enhance personal knowledge, skills and networks by keeping abreast of best practice and key developments in event management amongst peer Universities and third sector organisations and sharing information with the rest of the team and CARO.  
Network with colleagues in other higher education institutions and other sectors to share best practice and facilitate exchange of information. |
| 4 | Other Duties  
Identify and make recommendations for improvements to contribute to the continuous improvement of the department.  
Other comparable duties as may be required at the request of your line manager and/or department director. |
## Person specification

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<tr>
<th>Skills</th>
<th>Essential</th>
<th>Desirable</th>
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| • Relationship builder with good interpersonal skills and an aptitude and enthusiasm for excellent customer service.  
• Strong verbal and written communication skills with an ability to engage with a wide variety of people and handle confidential or sensitive information.  
• Good problem solving capability and negotiation skills.  
• Planning and organising skills.  
• Confident computing skills including Microsoft Office and databases.  
• Attention to detail and accuracy in work.  
• Willingness to work outside normal hours and to travel throughout the UK.  
• Systematic approach to work and ability to prioritise work accordingly  
• Ability to use initiative and take a proactive approach, whilst also being a strong team player  
• Ability to manage a varied and busy workload. | • Awareness of CRM Systems, particularly The Raiser’s Edge.  
• Knowledge and understanding of the HE sector. |

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<th>Knowledge and experience</th>
<th>Essential</th>
<th>Desirable</th>
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| • Proven experience of leading on the development, management and delivery of a diverse range of events, with experience of delivering several events simultaneously.  
• Proven ability to represent organisations at events in a professional manner and appropriate to the setting.  
• Experience of managing multiple projects | • Experience of undertaking event evaluation and report writing.  
• Experience of managing a budget.  
• Experience of staff/volunteer management. |

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<tr>
<th>Qualifications, certification and training (relevant to role)</th>
<th>Essential</th>
<th>Desirable</th>
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| • HNC or HND in a relevant subject, or equivalent qualifications, plus considerable experience in a relevant role.  
OR  
• Broad substantial relevant experience demonstrating practical and theoretical | | |
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<tr>
<th>Statutory/legal</th>
<th>Knowledge or experience of handling sensitive data and an understanding of UK Data Protection legislation.</th>
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The University strongly endorses Athena SWAN principles, with commitment from all levels of the organisation in furthering women’s careers. It is our mission to ensure equal opportunity, best working practices and fair policies for all.
Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University’s strategy, vision and values. The following are essential to the role:

**Valuing people**
Is friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.

**Taking ownership**
Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as H&S, EDI and other considerations.

**Forward thinking**
Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.

**Professional pride**
Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.

**Always inclusive**
Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others

- **Line manager**
- **Role holder**
- **Key stakeholder relationships**
  - Colleagues
  - Alumni, Donors & Volunteers