



<b>Job title</b>	Events Assistant	<b>Job family and level</b>	Administrative, Professional and Managerial Level 2
<b>School/ Department</b>	Student Recruitment	<b>Location</b>	King's Meadow Campus

## Purpose of role

Based in the Division of Student Recruitment, this role is responsible for contributing to the effective implementation of the University's student recruitment strategy.

The role holder will be responsible for specific aspects of the planning, organisation, delivery and evaluation of both virtual and physical recruitment events including undergraduate open days, offer-holder events and postgraduate events, aimed at encouraging UK and international students to make the University of Nottingham their preferred choice for study.

The role involves providing support and guidance to colleagues in academic schools and departments regarding recruitment events, as well as collaborating with other teams in Student Recruitment and Digital and Marketing, and professional services colleagues. The role will also involve day to day administrative support for the Student Recruitment Events team and Head of Student Recruitment.

	<b>Main responsibilities</b>	<b>% time per year</b>
1	<p><b>Support for recruitment events activities</b></p> <ul style="list-style-type: none"> <li>▪ Handling enquiries, including to the shared events inbox</li> <li>▪ Contribute to the development of new plans and activities for virtual and physical events to support the University's Student Recruitment strategy</li> <li>▪ Setting up and testing online and digital platforms for events, including booking systems, webinar platforms, digital calendars, events app, and overseeing digital registration processes</li> <li>▪ Creating and managing master event timetable spreadsheets</li> <li>▪ Providing events management support during event delivery, both virtual and physical, including:               <ul style="list-style-type: none"> <li>○ Virtual - briefing student ambassadors and presenters, managing functionality within digital platforms, overseeing the running order and troubleshooting technical issues</li> <li>○ Physical - overseeing registration and dealing with enquiries from visitors, staff and student ambassadors</li> </ul> </li> </ul>	65%

	<ul style="list-style-type: none"> <li>▪ Coordinating student ambassadors to work at the events, assisting with their recruitment and training and administering time sheets</li> <li>▪ Supporting the development of new initiatives including the use of digital technology to facilitate events</li> <li>▪ Maintaining electronic filing systems and office storage space</li> <li>▪ Maintaining the team contacts database and sending out emails on behalf of the team</li> <li>▪ Maintaining and updating events web pages and team Workspace pages</li> <li>▪ Booking rooms, catering and equipment for events</li> <li>▪ Coordinating the packing of materials for events, managing event stock and storage space, and arranging delivery and collection</li> <li>▪ Leading a team of student ambassadors for stock auditing, event preparation and post-event pack-down</li> <li>▪ Producing materials for the events, including helper packs, tickets and signage</li> <li>▪ Creating feedback surveys and supporting colleagues across the team to produce summary reports</li> <li>▪ Reviewing existing events provision and analysing feedback and insights in collaboration with marketing team colleagues to ensure events continue to be sector-leading and provide an excellent visitor experience for prospective students and their families</li> </ul>	
2	<p><b>Faculty liaison, relationship management, advice and supervision</b></p> <ul style="list-style-type: none"> <li>▪ Collaborate with academic and administrative colleagues within one of the five faculties of the University, to coordinate and provide support and advice with bookings and set-up, and all aspects of events delivery and evaluation</li> <li>▪ Attend departmental planning meetings as appropriate to discuss plans and developments for events. Model best events practice to colleagues across the institution</li> <li>▪ Develop and maintain strong working relationships with all internal and external stakeholders, to ensure engagement from all those involved so that events and activities can be delivered successfully. Communicate regularly and effectively with stakeholders, ensuring service level agreements are met and excellent customer service is provided to stakeholders at all times</li> </ul>	20%
3	<p><b>Administration of the operating budget</b></p> <ul style="list-style-type: none"> <li>▪ Take responsibility for purchasing and day to day finance recording and monitoring, to include:</li> <li>▪ Purchasing goods and services on behalf of the Events team, and providing purchasing cover as required for other teams within Widening Participation and Outreach during staff periods of absence</li> <li>▪ Processing and recording all purchases in accordance with university policies and departmental procedures using the university's financial system</li> <li>▪ Tracking spend and maintaining budget spreadsheets as part of the team's financial monitoring for month end and year end</li> <li>▪ Responding to requests for financial information in a timely manner to meet financial reporting deadlines</li> </ul>	10%
4	<p><b>Management team support and other responsibilities</b></p> <ul style="list-style-type: none"> <li>▪ Provide administrative support to the Head of Student Recruitment Events and Student Recruitment Events Managers, to ensure the effective management of the team. Duties may include:</li> </ul>	5%

	<ul style="list-style-type: none"><li>○ Arranging meetings, managing calendar appointments and room bookings</li><li>○ Supporting committees, taking minutes and disseminating actions</li><li>○ Supporting interviews and induction processes</li><li>○ Arranging travel and accommodation and other duties as required</li><li>▪ Participate in working groups and projects across Student Recruitment and External Relations to contribute to the development of new projects and initiatives that impact on student recruitment</li><li>▪ Contribute to student recruitment activities and events, including confirmation and clearing and UCAS exhibitions, and other University-wide events e.g. graduation, as appropriate</li><li>▪ Undertake ad hoc projects and any other duties required commensurate with the level of the post to contribute to the broader aims of the Student Recruitment Department</li></ul>	
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## Person specification

	<b>Essential</b>	<b>Desirable</b>
<b>Skills</b>	<ul style="list-style-type: none"> <li>▪ Excellent administrative skills</li> <li>▪ Excellent organisational skills</li> <li>▪ Excellent interpersonal and customer service skills</li> <li>▪ Excellent communication skills, both written and verbal</li> <li>▪ Excellent IT and digital skills, including proficiency in MS Office (including Excel, Outlook, Word) and the ability to learn new applications quickly</li> <li>▪ Excellent attention to detail</li> <li>▪ Ability to work under pressure in a fast-paced environment</li> <li>▪ Ability to think creatively to solve problems and find fresh approaches</li> <li>▪ Proven ability to work independently and prioritise own workload</li> <li>▪ Enthusiastic and proactive 'can do' attitude, with high levels of personal motivation and a flexible approach to work</li> </ul>	<ul style="list-style-type: none"> <li>▪ Web-editing skills</li> <li>▪ Skills in using purchasing, budgeting and financial management software</li> <li>▪ Skills in using CRM/online software packages for events or similar</li> </ul>
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>▪ Experience in an administrative or related role</li> <li>▪ Experience of working in a customer-focused environment</li> <li>▪ Experience of building positive working relationships with a diverse range of people</li> <li>▪ Experience of working effectively as part of a team to achieve a common goal</li> <li>▪ Experience of handling conflicting priorities, with the ability to think clearly and act calmly</li> </ul>	<ul style="list-style-type: none"> <li>▪ Knowledge of data protection issues</li> <li>▪ Experience in supporting the delivery of events or projects</li> <li>▪ Experience of working in a large and complex organisation</li> <li>▪ Experience of working within higher education</li> <li>▪ Experience of working with young people and/or volunteers</li> </ul>
<b>Qualifications, certification and training (relevant to role)</b>	<ul style="list-style-type: none"> <li>▪ Educated to GCSE level, including Grade C or above in English and Maths, or hold vocational qualifications (NVQ 2-3) or equivalent, with some relevant experience.</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>▪ Significant experience in a related area</li> </ul>	

<b>Statutory, legal or special requirements</b>	▪ Flexible working required to run events and support activities on a semi regular basis outside normal working hours, at evenings and weekends	
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The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.

## 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 Health & Safety, Equality, Diversity & Inclusion, 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

