

## Job Description

<b>Job Title</b> Events and Networks Officer	<b>Department</b> Office
<b>Reports to</b> Head of Events and Operations	<b>Location</b> London with one annual overnight stay in the UK for four nights and other possible overnight stays
<b>Effective Date</b> 17 <sup>th</sup> September 2021	<b>Deadline for receipt of applications:</b> 17.00 Wednesday 6 <sup>th</sup> October 2021

### A. General Scope and Purpose of Role

The Events and Networks Officer is a key role within our small, friendly and busy office, supporting the Head of Events and Operations to achieve a successful portfolio of online and in-person events for our delegates. You will be responsible for administering, coordinating, and supporting our events programmes. Most of these are currently held in online format, using Zoom webinar and Zoom meetings platforms, and they attract strong and global audiences from our membership and beyond. We currently stage over 50 events per year. It is expected that most events will remain online, but some will revert to in-person format as soon as the pandemic situation allows.

### B. Key Accountabilities and Duties

- Provide effective co-ordination of our online and in-person events, providing support to both delegates and organisers to ensure successful outcomes. Ensure all relevant information is accurate and updated on the website as required.
- Liaise with volunteers around arrangements, post events to our website, and actively support speakers and facilitators to deliver successful online and in-person events. For in-person events, the role holder will prepare and dispatch materials, check and manage budgets and catering arrangements. Sometimes attend in-person events to support onsite logistics.
- Responsible for the organisation of the annual Doctoral Symposium in collaboration with the volunteer convenors, including: scheduling; recruiting volunteers to act as mentors; co-ordinating the submission process; planning and organising dry runs for organisers, volunteers and paper presenters; review and decision on abstracts and posters; creating the materials and schedule; setting up the registration process; responding to any questions from attendees and volunteers via email and/or telephone.
- Support the volunteers running our 23 Special Interest Groups and other networks. Be first point of contact for them and maintain the resource documents on the shared drive; gather the annual reports in a timely fashion for Council's SIGs sub-committee. Build strong working relationships with this group of individuals and become a trusted source of advice, escalating queries where necessary and appropriate.
- Support the work of Council's SIGs sub-committee including committee meetings, and the biennial SIG Chair awaydays and annual Track Chair meeting. Liaise with the CO-Vice Chairs for SIGs and Academic Affairs of Conference, where required, to produce the agendas and papers; lead on co-ordination of the meeting presentations, minute the meetings.

- Provide event support to the annual conference, including preparing and sending relevant delegate material prior to the event, help co-ordinate the host university's volunteer activities and lead on specific projects allocated by the Head of Events and Operations (e.g. Gala Dinner).
- Act as a point of contact for relevant telephone calls. Provide telephone and email support to stakeholders, members and delegates with regards to investigating queries until they are fully resolved in an efficient and friendly manner. Escalate and follow up on issues where appropriate.
- Prepare and assemble marketing materials when required. Maintain an inventory of marketing materials on a regular basis, ensuring it is maintained within agreed parameters. Maintain and administer supplier contracts on a regular basis, working with the Head of Events and Operations to ensure maximum value for money. Utilise relevant basic image and video editing software to enhance marketing materials occasionally.
- Provide ad hoc reporting when required and proactively monitor meeting bookings; maintain relevant filing systems, both electronic and physical, ensuring they are accurate and up to date.
- Undertake ad hoc projects when required by the Academy, ensure that project parameters and outcomes are clear, and documented appropriately so that they may be reviewed.
- Maintain a good understanding of the business of the Academy, and processes required for an efficient operation. Contribute positively to the team by suggesting innovative processes and methods of increasing efficiency.
- Remain committed to self-improvement by conducting self-appraisals after all relevant tasks, and assess strengths and weaknesses and address these accordingly. Demonstrate a commitment to improvement by maintaining and developing current skill set.

### **C. Specialist Skills**

- Graduate with a good understanding of the Higher Education environment
- Experience of organising events.
- Proficiency with core Microsoft Office tools including Outlook, Word, Excel and PowerPoint
- Basic experience of a CRM system is desirable, but full training will be given
- Excellent verbal and written communication skills
- Demonstrably excellent customer service skills
- Excellent organisational and prioritising abilities
- Demonstrable ability to work on own initiative
- Demonstrable attention to detail