

Job Description

Job Title: Events Assistant

Directorate of Marketing and Communications

Grade: D

Role profile: SMD2

Full time (37 hours per week)

Permanent

	Duties of the role
Overall purpose of the role	<p>The Events team works to support the University's strategy to empower students, staff and our partners to create a fairer society, through the organisation and delivery of high-profile events specialising in corporate, student recruitment and student facing events on and off campus.</p> <p>The role will co-ordinate event projects; organising, planning and delivering events for faculties, departments, partners and colleagues, that are one of, or as part of an overall events programme (in-person, digital and or hybrid).</p>
Main duties and responsibilities	<ul style="list-style-type: none"> • Produce event plans and schedules, ensuring all objectives and goals are clear and transparent for the event owner and share with all relevant internal and external stakeholders. • Provide finance and budget support to the team, such as budget forecasting, raising orders, goods receipting and managing supplier orders. • Build working relationships with internal and external clients by understanding their key priorities, proactively provide expert event advice and contribute to future planning. • Actively contribute to implementation of the events strategy and the development and improvement of the events programme to enhance the reputation of the university. • Work closely with wider university services such as Estates, Health and Safety, ITMS, Hospitality etc ensuring complex information is communicated in a clear and concise manner. • Support the recruitment of event volunteers and associated training. • Manage bookings and co-ordination of student ambassadors, including pre-event training and supervision at events. • Co-ordinate the production and distribution of mailings and or invitations and manage subsequent RSVPs and queries arising in order to clarify needs/expectations in an appropriate and professional manner. • Take an active role with the creation and delivery of engaging and innovative event social media content to promote awareness of the event pre, during and post-delivery. Work closely with the Marketing and Communications Teams to raise the profile of, and maximise the engagement with, the university's events. Provide regular reports on levels of success and engagement. • To develop the content and maintain the central events web page and event listings and oversee and maintain a central events activity tracker/calendar that captures event activity across the university, each academic year.

	Duties of the role
	<ul style="list-style-type: none"> • To manage and respond to high volumes of inbound emails to the ['Events Office'] inbox; delivering great customer service in a timely manner. • Develop and maintain the events database (including data entry) and mailing lists to support audience development and engagement following GDPR compliance guidelines. • Complete statutory returns on behalf of the events teams such the Higher Education Business and Community Interaction survey and PRS PLS and the PPL PRS Music License. • Represent the events team at internal and external meetings as required by the Events Manager. • To support the Events Manager achieving strategic aims and objectives. • To take on other responsibilities commensurate with the role as may be considered appropriate by the Events Manager. • Within the Events team there are three portfolio areas; corporate and reputational events, student facing events, and student recruitment events. All roles within the team are fluid to provide effective and efficient service delivery to the university. • Examples of events (not an exhaustive list): open days; selection events; taster days; national third-party fairs; clearing operations; graduations; programmed events such as Black History Month or Pride; career fairs; conferences; seminars; awards; in-conversation; exhibitions and activation events. • This role will be required, on a pre-agreed basis, to support the facilitation of a range of university events and recruitment activities. This will include events and activities that take place outside the university's core operating hours, 8am-8pm Monday to Friday (including early mornings, late evenings and weekends). Events can run in succession. • To undertake travel in the UK, and occasionally overseas (if required) to attend and support events and activities as needed. • To participate in key institutional initiatives as required. <p>Other</p> <ul style="list-style-type: none"> • Promote and exhibit DMU values and be a role model for the university's code of conduct. • Treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation. • All members of staff are responsible for their contribution to improved environmental performance and in reducing greenhouse gas emissions at DMU. It is therefore required that all members of staff are aware of how the Environmental Policy relates to their own role at the University. Staff conduct must reflect the values inherent in the Environmental Policy and where required staff must cooperate with Environmental Policy and where required staff must cooperate with environmental compliance and conformance requirements to help minimise our emissions to air, water and land.

Person Specification

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Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Qualifications	Educated to degree level or equivalent experience	Essential		X			X
	Working towards a professional event management qualification		Desirable	X			X
Previous work experience	Experience of supporting internal and external focused events	Essential		X	X	X	
	Experience working in a customer facing environment; delivering an excellent customer experience	Essential		X	X		
	Experience of working in a busy and challenging environment	Essential		X	X	X	
	Effective team working	Essential		X	X	X	
	Experience in working with external contractors and suppliers		Desirable	X			
Specific knowledge, skills, abilities, motivations, attitude required	Knowledge of events industry organisations including caterers, venue finders, venue dressers etc	Essential		X	X		
	Ability to prioritise workload to react swiftly and flexibly to changing priorities when working under pressure to tight deadlines	Essential		X	X		
	Experience of co-ordinating event volunteers		Desirable	X	X		
	Work effectively as part of a team using own initiative when appropriate	Essential		X	X		
	Demonstrate an enthusiasm, willingness and interest in learning new skills and the ability to adapt to change	Essential		X	X		
	Awareness of data confidentiality, GDPR and the Data Protection Act	Essential		X	X		

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
	Competent user of Microsoft Office and other standard software packages	Essential		X	X		
	Excellent communication skills (written and verbal) and excellent attention to detail	Essential		X	X	X	
	Experience of creating content for event listings, event webpages and social media accounts		Desirable	X	X		
	Knowledge of design and print processes		Desirable	X	X		
Additional requirements	First aid trained		Desirable	X			
	Able to work out of hours on a regular basis, such as early mornings, late evenings and weekends. Events can run in succession.	Essential		X			
	Able to undertake travel in the UK, and occasionally overseas (if required) to attend and support events and activities as needed.	Essential		X			

***A = Application Form; I = Interview; T = Test; D = Documentary Evidence**