

JOB DESCRIPTION

Job Title: Events Officer

Accountable to: Events Producer

Contract Length: 18 months FTC

Hours per week/FTE: 1.0

Weeks per year: 52

Grade: 3

Salary: £29,358-£35,839 pa

College/Service: London College of Fashion, Internal and External Relations

Location: London College of Fashion, 20 John Princes Street, London W1G 0BJ

Purpose of Role:

The Internal and External Relations department tells the story of the LCF brand, to engage both internal and external audiences. We are specialists in content creation and communication, engagement and community building, managing events and experiences, media relations and public affairs.

We attract, build and maintain relationships with new and existing audiences to showcase the best of London College of Fashion, UAL, from student work to research and innovation, partnerships and community projects.

We are positive, enthusiastic and professional, always putting the student experience first, and showcasing their voice to display the best LCF has to offer. We use this peer influence approach to attract the best quality staff and students to join us.

Purpose of Role

The Events Officer works within the Events Team to coordinate all content for the College's events. Events content includes, student work relating to all courses, this could be clothing, accessories, digital work, photographs, art work, dissertations etc. As well as general events content such as subjects for talks. The Events Officer will collate work submission and selection, credits and edit events copy. The post holder will liaise with students to ensure there is clear messaging about the showcasing of student work for events. As well as supporting the activity of the Events Team, working on essential administration and content processes relating to the planning and execution of events.

Working with students, the Exhibitions and Technical Team, Communications and academic staff to collate credits, work submission and selection, to edit exhibition copy. They will liaise with students to ensure there is clear messaging about the showcasing of student work for events.

The post will also support the Events Team with all administrative duties including maintaining the office's financial systems.

The Events Team work closely together to create experiences that represent our brand, including:

Core Events: high profile and a key part of the rolling calendar of events. These events are designed to have a significant impact within, across and beyond the sector, providing the College with opportunities to develop new collaborations, relationships, sponsorship and funding opportunities. These include graduate showcase events.

Programmed Events: new projects and opportunities which emerge from our connections and network of relationships. Events are considered via a proposal system and once selected are then programmed.

Community Events: one-off community-building activities that are self-sufficient, modest in scale and audience reach and are delivered locally by schools, departments or the SU with necessary support from the Events Team.

Duties and Responsibilities

- To be responsible for developing a detailed understanding of the LCF organization, including messaging framework, brand identity and guidelines, 4Fashion (LCF's planned move to the Olympic Park in 2022) priorities and student experience campaigns.
- To liaise with students on a project from start to finish. Creating and managing the student registration processes including students expressing interest in projects, exhibitions, activities etc. Collecting and recording submissions. Collating the necessary information on behalf of the Events Team to enable successful planning. Acting as the conduit between the Events Team and academic staff and students involved in events.
- To provide great customer service and act as the first point of contact for all enquiries into the Events team and College's event space. Handling correspondence in person, telephone and email, including the maintenance of the team email inboxes.
- Alongside the other Events Officer, maintenance of the office's financial systems, using the online requisition and budgeting system, processing of purchase orders, invoices, new supplier set ups and payroll documentation in accordance with the University of the Arts London procedures.
- Alongside the other Events Officer to support day-to-day activity within the College's events space in conjunction with the Events Team, LCF Timetabling and LCF Facilities, liaising with clients and guests where appropriate, audio-visual and facilities support. Sending weekly emails to bookers and communicating set-up requirements to the Facilities team.
- To support all aspects of the event management process with administrative duties and student liaison, including maintaining and running up-to-date reports and ensure these are regularly communicated to key staff.
- To support the invite process for guests by; data cleaning and maintenance of the CRM system, guest list research, administering all mailings using the events booking system, RSVP management including managing email enquiries, follow-up phonecalls, cross checking guest lists and confirmed attendees. Including monitoring bookings and communicating to the rest of the Events team and coding the booking system to ensure guests are clearly identified at events.
- To arrange meetings with multiple attendees. Liaise with the chair to put together an agenda and record meeting minutes and resulting action points for circulation. Coordinate the booking of rooms, catering and couriers as required, as well as couriers for events, distribute post within the office.
- Arrange site visits, and keep up-to-date folders and documents relating to venues.
- Liaise with multiple teams to arrange, book and courier all relevant materials and tools are on-site at events, such as printed materials, guides and tablets required for registration.
- To identify and communicate risks in relation to student work and content alongside the Events Team and to set up content review meetings with relevant stakeholders.
- To manage content for all events including exhibitions and catwalk shows. Liaising with students on content submissions and delivery, crediting and passing on details for profiling. Meeting with students face-to-face on a regular basis to ensure students are supported and informed throughout the graduate showcase process.

- To work closely with the Content team to share information on students and work to ensure they can promote this across all LCF channels.
- To follow the team's processes to coordinate content for events using project management skills and agreed documents alongside the Events Producer.
- Work with the Events Team and Project team to schedule key dates and milestones in for student liaison, including briefings, tutorials, hand-in and collection, ensuring that deadlines are met.
- To work with the External Relations Officer and Events Team to prepare content for talks and events.
- To write and assist with creating clear student briefing documents alongside the rest of the team to disseminate the necessary information, including deadlines, rules and regulations and safety information.
- Prepare for student briefing meetings and tutorials, creating and assisting with presentations where required. As well as responding to feedback that requires action.
- Create work submission forms, collate responses and work with the Creative Director or Project Team to select work, disseminate information necessary back to students, such as changes required to their work.
- When required working closely with the legal team to draw up student agreements, partner agreements and release forms and get these signed by the necessary individuals.
- To provide editing support to ensure events and projects content is created and disseminated on time and to a high standard, liaising with staff across the organisation.
- To be available to work events that may fall outside of your working hours. Providing the best customer service to our guests. Additionally coordinating on-site student hand-in, work placement, student liaison and collection.

Work within the University's policies and in particular to:

- Perform (from time to time) such duties consistent with their role level, assigned to them anywhere within the University.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Equality, Diversity and Inclusion agenda and the Staff Charter, promoting Equality and Diversity in their work.
- To personally contribute towards reducing the University's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).
- Undertake continuous personal and professional development.
- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.

- Conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.

Key Working Relationships: Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

Events team

- Events Manager
- Events Producer x2
- Events Officer x2

IER teams

- External Relations
- Content team
- Internal Communications team

Wider teams

- Creative Directors
- School Technicians, Course Leaders and Course Director's
- Arts Students Union
- Exhibitions Manager and Officer
- AV and film teams to record events
- Student Engagement team

Specific Management Responsibilities

Budgets: No

Staff: No

Other (e.g. accommodation; equipment):

Job Title: Events Officer**Grade: 3****Person Specification**

Specialist Knowledge/ Qualifications	Has relevant experience in own area of work and is able to work independently
	Relevant degree qualification (desirable)
	Project management skills are desirable
Relevant Experience	Significant administrative experience
	Excellent customer service
	Proven experience of supporting a busy team
	Experience of working with students is desirable
	Experience of working within an events team is desirable
Communication Skills	Experience and/or interest in the creative industries is desirable
	Communicates effectively orally, in writing and/or using visual media.
Leadership and Management	Supervises and motivates individuals or a team effectively, setting clear objectives to manage performance
Research, Teaching and Learning	Uses effective teaching, learning or professional practice to supports excellent teaching, pedagogy and inclusivity
Planning and Managing resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups
Student Experience or Customer Service	Provides a positive and responsive student or

	customer service
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve problems