

JOB DESCRIPTION		
Job title: Events Coordinator		Accountable to: Business Development Manager
Contract length: Permanent		Hours per week: 21 Weeks per year: 52
Salary: £28,839 - £35,025		Grade: 3
Service: UAL awarding Body		Location: High Holborn
What is/Who are Academic Enterprise?		
<p>The University of the Arts London is recognised around the world as a leading institution for teaching and research in arts, design, fashion, communication, and the performing arts.</p> <p>This post is part of the cross-UAL Department of Academic Enterprise (AE) which aims to increase the amount of income and surplus generated by the University from non-core teaching and research activities. Academic Enterprise not only integrates and bolsters a wide range of business and client-facing work across the University, but also develops new products and services for new and existing markets. Academic Enterprise is a successful and growing department with an anticipated combined turnover of £32m in 2017/18, from both B2B and B2C activities. There are approximately 195 staff and 650 hourly paid tutors working in Academic Enterprise operations in all UAL's Colleges as well as central university services. Each year, around 70,000 students study on short courses or qualifications offered by AE business units.</p>		
What is the purpose of the role?		
<p>To support the Business Development Manager to deliver key elements of UAL Awarding Body's marketing and communications plan. Specifically, the Events Co-ordinator will lead on the planning, coordination, delivery and evaluation of the annual cycle of UAL Awarding Body events, conferences, workshops, groups and exhibitions. This will include the annual programme of quality and operations training events.</p> <p>To provide an outstanding level of internal and external customer service, ensuring that the annual events programme supports and promotes UAL Awarding Body's aims and objectives and is recognised by our customers as a key component of the UAL Awarding Body experience.</p> <p>The role demands exceptional organisational skills, a strong eye for detail and a clear focus on customer service and the customer experience.</p>		
Duties and Responsibilities		
<ul style="list-style-type: none">• Plan, administrate, organise, deliver and evaluate an annual programme of conferences, exhibitions, showcases, teacher CPD and other large and small scale events.• Attend and manage the delivery of events on the day.• Co-ordinate the successful delivery of UAL Awarding Body's annual student exhibition, including managing relationships with the venue, curator, freelancers and logistical companies.• To provide an exceptional level of customer service, dealing with multiple and detailed queries from internal and external customers by email, telephone and face to face contact.• Represent UAL Awarding Body at conferences and events across the UK and make recommendations about which events we should have a presence at.• Manage the annual events programme and ensure that up-to-date event information is available to UAL Awarding Body customers and bookings are made available in a timely manner.• To source and book venues, catering, technical support and other resources for UAL Awarding Body events as required at both internal and external venues.		

- Research, approach and manage relationships with speakers for events (some of whom may be high-profile figures).
- Identify opportunities for new events and develop existing ones, in line with business objectives.
- To organise and book train travel and hotels as required for event facilitators and speakers.
- Capture photos for all UAL Awarding Body events for use on social media channels.
- Compile, manage and continuously expand an events database of venues, suppliers, logistical companies and industry professionals, including a detailed yearly events overview and gantt chart.
- To respond orally, in writing and face-to-face to a range of enquiries from internal and external sources including staff in centres.
- To assist with the organisation of other internal and external meetings and events.
- Ensure the distribution of specifications and other qualification documentation during events.
- Work outside of UAL sites at various event venues around UK, in line with event requirements.
- Visit event sites and conduct health and safety checks.
- Be responsible for writing risk assessments for events and manage the events against this on the day.
- Undertake first aid training and ensure it is kept up to date.
- Undertake early mornings, late evenings and weekends when required.
- Build up and maintain good relationships with venues and external suppliers.
- Build up and maintain good relationships with event delegates and be a customer- facing representative for UAL Awarding Body.
- Consult and liaise with internal and external stakeholders regarding the delivery and evaluation of events.
- Develop, implement and maintain effective systems to collect appropriate audience data, monitor and measure activities. Evaluate and report on their success, circulating feedback to senior management team and other stakeholders post event.
- Manage expenditure of events lines within the marketing budget to ensure events are delivered within budget. Record all expenditure within the Business Development Manager's budget tracker.
- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- To 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.
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.

General

- Assume other reasonable duties consistent with your role, as determined xxx, which may be assigned to you anywhere within the University.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- 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 accordance to the University's policies and procedures, as laid down in the Financial Regulations.

Key Working Relationships

- Awarding Body Business Development Manager
- Awarding Body Communications Officer
- Awarding Body Projects Officer
- Awarding Body Chief Examiners for all subject areas
- Awarding Body Deputy Director and Head of the Products, Services and Projects
- Awarding Body Director

Specific Management Responsibilities

Budgets: none

Staff: none

Other (e.g. accommodation; equipment): none

Last updated: 11/10/2018

PERSON SPECIFICATION	
Specialist Knowledge/Qualifications	<ul style="list-style-type: none"> • Has received formal training or education at post 16 level. • Commits to own development through effective use of processes such as appraisal schemes and staff development.
Relevant Experience	<ul style="list-style-type: none"> • Has relevant experience of administrative work and has the ability to work independently.
Communication Skills	<ul style="list-style-type: none"> • Ability to provide routine oral and written information clearly and concisely and is able to understand and explain technical terms commonly in use in own area of work. • Ability to develop appropriate levels of IT skills to enable best use of available information and communications as necessary for the post.
Planning and Managing Resources	<ul style="list-style-type: none"> • Ability to create realistic plans to achieve own deadlines and objectives, effectively managing workload and prioritising own work.
Teamwork	<ul style="list-style-type: none"> • Experience of working as a member of a team, providing support, assistance and cover where needed.
Creativity, Innovation and Problem Solving	<ul style="list-style-type: none"> • Ability to distinguish between the need to make a decision and when to defer. • Ability to analyse problems to identify their cause, considering all possible solutions to identify those, which offer wider benefits. • Ability to establish basic facts by carrying out appropriate enquiries, identifying and using a range of sources and types of data to produce full and accurate reports and or accounts of situations.

Please make sure you provide evidence to demonstrate clearly how you meet these criteria, **which are all essential unless marked otherwise**. Shortlisting will be based on your responses.