JOB TITLE: EVENTS ASSISTANT

REPORTS TO: HEAD OF EVENTS

Background

The Events Assistant is a member of the Events Team within the External Engagement Team at Cambridge Judge Business School. Events delivered by this team fulfil a range of purposes and must be delivered to a high standard in order to enhance and maintain the reputation and brand of the School and the University of Cambridge.

The role

The role holder will work as a member of the Events Team to support the delivery of the overall programme of events, which can be planned as much as 24 months in advance. This includes support of the frontline delivery of all events organised by the Events Team, ensuring they are executed to a high standard.

The role holder will be the first point of contact for event-related queries and owner of the registration process for events. Co-ordinating all catering and related logistics for External Engagement events ensuring School policies are adhered to and a smooth, efficient and high level of service is provided.

Development of good working relationships with the Facilities, Catering and Reception teams is vital. The role holder will also need to assist with other administrative duties as requested by the Head of Events and/or the Director of External Engagement.

Main responsibilities

Event management

- Sourcing venues, booking meeting rooms, accommodation and catering for events.
- Providing detailed logistical plans as needed for the facilities and catering teams when appropriate and always ensuring catering and events staff are fully briefed on requirements.
- Working with the event managers, pro-actively looking ahead at event bookings to pre-empt and resolve any possible issues. Instigating discussions with event organisers to ensure the smooth running and execution of events.
- Attending events to ensure their smooth running, being on hand to assist the event manager(s) and ensure health and safety requirements are met.
- Completing necessary forms for events including event proposal, action plan, budget, event briefing, event analysis and feedback.
Due to the nature of some of our events, the level of information handled is both confidential and sensitive and a high standard of discretion is required by the role holder.

**Delegate and event query management**

- Being the first point of contact for all queries coming into the Events Team, responding in a timely manner and escalating where appropriate.
- Managing the process for all delegate registrations for events, ensuring details and requests are recorded accurately and the event owner is kept up to date with attendance levels.
- Managing the confirmation email process and ensuring that delegates have all the necessary information ahead of events. Using the appropriate branded templates for delegate communications.
- Providing event support to other Events Team members by creating event materials for each event, such as badges, name plates, folders and delegate lists etc., using branded templates.
- Where events are pay-to-attend, managing the set-up of the online payment system through the University's e-sales software.
- Keeping an accurate record of revenue coming in as a result of registrations for pay-to-attend events.

**Administration**

- Assisting in maintaining the Master Event Calendar - a record of the School-wide events or events happening in relation to the School and the International Travel Document.
- Working with the Head of Alumni Relations, co-ordinating quarterly Alumni Council meetings; scheduling meetings, preparing and distribute agenda and papers, maintaining records of meetings and completion of follow-up tasks as necessary.
- Providing administrative support to the Head of Events as required.

**Financial duties**

- Keeping accurate records to ensure efficient invoicing of event attendees and tracking of catering and room hire costs for events.
- Placing orders and checking invoices according to accepted procedures.
- Following purchasing procedures and ensuring the best possible prices are negotiated with suppliers.

**Communication, networking and liaison**

- Working closely and effectively with all members of the External Engagement Team to achieve the team's objectives and improve working practices through regular meetings and effective communication.
- Building and maintaining excellent working relationships with catering providers, Facilities Team and event organisers across the School.
- Undertaking professional development to keep up to date with industry best practice.
Other

- Any other duties as required by the Head of Events and commensurate with the grade of the post.

The person

The ideal candidate should have the following qualities, skills and attributes. You are asked to demonstrate how your own experience meets these requirements in the 'suitability for the role' section of the online application form.

- Educated to A-level standard or equivalent.
- Experience in a customer facing environment. Highly developed customer care skills and a willingness to go that extra mile.
- A working knowledge of event management principles, catering practices, including food and drink matching and special dietary needs. Experience in events is desirable.
- Previous experience of working within the University of Cambridge, higher education or a Cambridge College or a similar educational institution or charity is desirable.
- Excellent oral and written communication skills with the ability to communicate with people at all levels. Diplomacy and tact.
- A calm, efficient manner with the ability to deal with constantly changing arrangements for a large number of people attending complex events.
- Excellent organisational and time management skills with the ability to manage competing deadlines.
- The ability to be flexible, work with accuracy and close attention to detail whilst sometimes working under pressure.
- Team player with demonstrable enthusiasm and creativity. Also capable of working on own initiative.
- Excellent computer skills especially Microsoft Word, Excel, Outlook, and databases. Ability to adapt and learn new systems.
- Must be willing to work at events where alcohol is served.
- The role holder will occasionally be expected to work at weekends and during the evening.

Benefits

This is a full-time position working 36.5 hours per week. There will be a six-month probationary period. Holiday entitlement is 28 days per annum plus eight days of public holidays. The salary will be in the range £22,659-£26,243 per annum.

The full incremental salary range for the position is advertised in order to demonstrate the progression for the Grade. In the majority of cases appointments will be made at the Grade minimum; only in very specific exceptional circumstances can a higher salary be offered.

The University of Cambridge comprises more than 150 departments, faculties, schools and other institutions, plus a central administration and 31 independent and autonomous Colleges. It is one of the...
world's oldest and most successful universities, with an outstanding reputation for academic achievement and research.

With excellent benefits, extensive learning opportunities and a stimulating and attractive environment, the University of Cambridge is a great place to work. Our employees are eligible for a wide range of competitive benefits and services. We give them access to numerous discounts on shopping, health care, financial services and public transport. We also offer final salary pensions and tax-efficient bicycle and car lease schemes.

We have two nurseries and a holiday play scheme to help support those with childcare responsibilities and we offer various types of family-friendly leave to aid employees' work-life balance. In addition we operate a number of initiatives to promote career development, health and well-being.

Further details can be found at www.admin.cam.ac.uk/offices/hr/staff/benefits. There is also a range of information about living and working in Cambridge at www.jobs.cam.ac.uk.

Application arrangements

To submit an application for this vacancy, please search for this position on the University's Job Opportunities website at www.jobs.cam.ac.uk and click on the "Apply online" button at the bottom of the relevant job description. This will route you to the University's Web Recruitment System, where you will need to register an account (if you have not already) and log in before completing the online application form.

The closing date for applications is 31 July 2019.

Applicants are required to provide details of two referees. These will not be contacted unless the applicant is shortlisted.

Equality of opportunity at the University

The University of Cambridge is committed to a proactive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture and values diversity. Entry into employment with the University is determined by personal merit and by the application of criteria required for the post. No applicant for an appointment or member of staff will be treated less favourably than another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

The University has various diversity networks which help it to progress equality; these include the Women's Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network. In addition, the University was ranked in the top 100 employers for lesbian, gay and bisexual (LGB) staff in Stonewall's Workplace Equality Index 2011.

Information if you have a disability

The University welcomes applications from individuals with disabilities and is committed to ensuring fair treatment throughout the recruitment process. Adjustments will be made, wherever reasonable to do so,
to enable applicants to compete to the best of their ability and, if successful, to assist them during their employment.

We encourage applicants to declare their disabilities in order that any special arrangements, particularly for the selection process, can be accommodated. Applicants or employees can declare a disability at any time.

Applicants wishing to discuss any special arrangements connected with their disability can, at any point in the recruitment process, contact a member of Cambridge Judge Business School's HR team who are responsible for recruitment to this position, on (01223) 768497 or by email on hr@jbs.cam.ac.uk. Alternatively, applicants can contact the HR Business Manager responsible for the department they are applying to via hrenquiries@admin.cam.ac.uk.