JOB TITLE: EVENTS COORDINATOR, CENTRE FOR SCIENCE AND POLICY (MATERNITY LEAVE COVER)

REPORTS TO: CSAP EVENTS & OPERATIONS MANAGER

Background

The Centre for Science and Policy (CSaP) was built in 2008 on the success of the Cambridge University Government Policy Programme (CUGPOP) and benefits by being based at the Cambridge Judge Business School (CJBS), which leverages the power of academia for real world impact to transform individuals, organisations, and society. CSaP brokers interactions between policy professionals and experts from the sciences, social sciences, humanities, engineering, and technology. The Centre does this through a range of activities including policy fellowships, professional development, policy workshops, and networking events. CSaP has five full-time members of staff with occasional additional support from policy interns, and visiting researchers, and is now looking to enrol a full-time person to support the organisation and delivery of events.

The role

Events at CSaP bring together a network of experts and policy professionals from government, industry, and the voluntary sector to discuss and debate high-priority public policy issues. CSaP delivers around 45 events each year including an annual conference, an annual reception, distinguished lectures, policy workshops, seminars, and roundtable discussions for our Policy Fellowships network. The events attract in excess of 2,500 attendees each year. Often, the Events Coordinator will need to manage multiple events at the same time.

The Events Coordinator will support the Head of Programmes to ensure that all events are organised and delivered to a very high standard. As part of this role, the Events Coordinator will liaise with key stakeholders to agree the format, date, and list of participants. The coordinator will source venues, coordinate and organise logistics and catering, manage invitations, and will be the first point of contact for registration and event enquiries. They will also be responsible for carrying out an evaluation of each event and following up with attendees post event. 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 CSaP, and the University of Cambridge.

Main responsibilities

Event management

- Be proactive in arranging meetings with internal and external clients in order to determine event requirements and provide appropriate advice and guidance on CSaP’s service.
- Work with key stakeholders and the CSaP team to identify relevant speakers and participants for each event.
- Draft invitations to speakers and participants to include background information, aims and objectives, date, time and venue.
- Produce an action list, budget and team briefing for each event.
- Ensure all events remain within the budget set out in the event proposal.
- Source appropriate venues to suit the type and format of the event, and keep records on the quality of service provided by each venue.
- Ensure venues are kept informed of changes in requirements including timings, numbers, dietary needs and room layout.
- For each event, produce event materials including the agenda, participant biographies, evaluation forms, delegate lists and badges.
- Attend all events to oversee venue arrangements and to welcome participants.

Financial duties

- Follow University purchasing procedures and guidelines and ensure the best possible prices are negotiated with external suppliers.
- Ensure contracts with suppliers are read and monitored to ensure costs are not incurred for changes to requirements eg for a reduction in numbers or cancellation.
- Liaise with the CSaP administrator to raise purchase orders to suppliers and raise invoices to clients/customers.

Delegate and event query management

- Manage invitations and registration for events, ensuring details and requests are recorded accurately and the event owner is kept up to date with attendance levels.
- Keep an accurate record of any revenue coming into CSaP as a result of registrations for pay-to-attend events.
- Where events are pay-to-attend, manage the setup of the online payment system through the University's eSales software.
- Manage the confirmation email process to delegates and speakers, ensuring all information is communicated clearly and accurately ahead of time.
- Be the first point of contact for all queries on events, responding in a timely manner and escalating where appropriate.
- Provide support to the Policy Fellowships team by producing printed materials for Policy Fellow and Policy Leaders Fellow events.

Communication, networking, and liaison

- Ensure the CSaP website is kept up-to-date with upcoming events, and that events are publicised appropriately.
• Following each event, email all attendees and speakers to thank them for their participation, and carry out an analysis of the feedback received.

• Work closely and effectively with all members of the CSaP team to achieve the team’s objectives and improve working practices through regular meetings and effective communication.

• Develop and maintain good working relationships with conference staff at preferred venues.

• Undertake other tasks as necessary as a member of the CSaP team and as required by the Head of Programmes 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 or equivalent.

• A working knowledge of event management principles.

• Highly developed customer care skills and a willingness to go that extra mile.

• Experience of working in a customer facing environment and of organising events would be desirable.

• Previous experience of working within the University of Cambridge or a Cambridge College or a similar educational institution or charity is desirable.

• A good understanding of the higher education sector is desirable.

• Excellent oral and written communication skills and the ability to communicate with people at all levels.

• Excellent computer skills especially Word, Excel, Outlook, and databases. Ability to adapt and learn new systems.

• A calm, efficient manner and ability to deal with constantly changing arrangements for a large number of people attending complex events.

• Excellent organisational and time management skills with ability to manage competing deadlines.

• The ability to be flexible and work under pressure.

• Diplomacy and tact.

• Enthusiasm and creativity.

• Accuracy and close attention to detail.

• The role holder will occasionally be expected to work during the evening and organise/attend events that take place outside of Cambridge.

• The post holder must be willing to work at events where alcohol is served.

• Team player but also be capable of working on own initiative.
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 £26,715-£30,942 per annum.

This role is available from early September, for a fixed-term period of 12 months or the return of the postholder, whichever is earlier, in order to provide cover during the absence of another member of staff on maternity leave.

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 17 August 2021.

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 2013.

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.