

Events Officer Job Description

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| Location | Oxford Based |
| Salary | Grade 5 |
| Hours | Full time (37.5) |
| Contract type | Permanent |
| Reporting to | Head of Corporate Engagement and Events |

Introduction

UCISA was founded in 1992 and is a registered charity. We are a not-for-profit member led organisation for digital practitioners within education. Via knowledge exchange and sharing, we support continuous improvement of expertise among the UK university and college community underpinning teaching, learning and research transformation through better use of digital technology and information systems.

Overview of the role

The Events Officer (EO) provides event support, administration and membership data management. The post holder must be willing to regularly attend conferences and occasional overnight events around the UK.

Responsibilities/duties

Working in a small but busy team, the EO will play an important part in developing a high quality and efficient service to the UCISA members. This post offers the chance to combine a range of skills and interests.

Events management

Principal responsibilities cover:

- Managing the administration of events setup and logistics
- Booking administration
- Arranging AV and room layout requirements for speakers as required
- Dealing with delegate, speaker and exhibitor queries, both before, during and after the events
- Managing the preparation and distribution of events materials
- Providing organisational and event support to UCISA sub-groups
- Managing the organisation of annual Leadership Conference and Exhibition and other conferences and events as required
- Management of the Annual Management Conference parallel sessions, and "meet the supplier" sessions
- Supporting the Head of Corporate Engagement and Events in the hosting of speakers and VIP guests
- Liaison with venue and speakers as required
- Managing onsite registration
- Arranging suitable accommodation for delegates and speakers attending workshops

- Lead responsibility for the design of all post-event surveys
- Responsibility for delegate feedback at events. (Design of survey, issuing and survey tracking of responses, analysis of results, flagging up of issues with management)
- Assist in planning and delivering events in accordance with UCISA's Health and Safety Policy and the event risk management documentation

Surveys and Polls

- Advising event organisers on the capabilities of the software
- Design of other surveys as commissioned by the Executive including providing advice on survey design
- Liaison with supplier of survey software on bug resolution and upgrades
- Responsibility for integrating polls and other interaction into speaker presentations
- Providing advice on capabilities of polling software and question design to speakers
- Assisting with the maintenance of the UCISA website

Membership administration

Additional responsibility for:

- Updating an online membership directory
- Maintaining several email discussions lists
- Maintenance of UCISA membership updates
- Maintenance of an archive of Association documentation
- Dealing with general enquiries across all forms of communication media
- Problem solving of events and membership issues
- Monitor UCISA email in absence of other team members
- General office duties

Other

- Procurement of all marketing materials
- Assisting in the marketing of the Association
- Assisting the Finance and Operations Manager as required

Corporate

- Take advantage of appropriate training opportunities as these arise, in order to keep up to date with relevant skills and developments
- Participate in a regular Staff Development Review
- The post holder may be called upon to carry out other duties from time to time as required.
- Ensure the implementation and compliance of UCISA's Health and Safety Policy and supporting procedures in their day-to-day operations.
- Take reasonable care for the health and safety of themselves and of other persons who could be affected by their acts or omissions.

Personal Specification

| Essential | Desirable |
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| Degree level or equivalent experience | The skills and experience to become an effective member of the team as quickly as possible |

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| Previous experience of organising a variety of events/exhibitions | |
| Good IT skills including Microsoft applications (Word, Excel, PowerPoint and the use of online purchasing tools) are required | |
| Good interpersonal skills | |
| Good organisational skills and the ability to work effectively under pressure when deadlines need to be met | |
| The ability to communicate effectively orally and in writing | |
| A strong eye for detail | |
| Experience of working as part of a busy team | |
| A pleasant telephone manner | |