

Events Officer Job Description

Location	Oxford Based, hybrid (working at home and at our site in Headington)
Salary	£30,000 - £31,500 per annum (Depending on experience)
Hours	Full time (37.5), Monday to Friday
Contract type	Permanent
Reporting to	Events Manager

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 management. The post holder must be willing to regularly attend conferences and occasional overnight events around the UK.

Responsibilities/duties

Working in a small and friendly 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, including venue searching
- Booking administration includes ensuring event registration pages are set up correctly and assist with solving any booking-related issues that arise
- 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 special interest communities
- Managing a range of conferences and events, both face-to-face conferences and dinners, along with webinars
- Supporting the Events Manager in the administration of events

- Liaison with venue and speakers as required
- Managing onsite registration
- Arranging suitable accommodation for delegates and speakers
- Lead 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

IT Software

- Working with the Systems Support and Operations Officer to make sure all event information is publicised on website and member portal
- Responsibility for ensuring the conference app for face-to-face conferences is set up and displaying correct information
- 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 Management

Additional responsibility for:

- Supporting the Head of Corporate Engagement and Events (HOCEE) and Corporate Engagement Manager (CEM) in maintaining relationships with UCISA Corporate Members and dealing with new member enquiries
- Helping to secure sponsorship from Corporate Members
- Maintenance of UCISA membership updates
- Dealing with general enquiries across all forms of communication (emails, telephone and video calls etc)
- Problem solving of events and membership issues
- Monitor UCISA email in absence of other team members
- General office duties

Other

- Procurement of marketing materials for events
- Responsible for planning and generating promotional strategies and materials for events
- Assisting the Head of Finance as required, i.e. maintaining event budgets, supporting event booking queries

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 people who could be affected by their acts or omissions.

Personal Specification

Essential	Desirable
Degree level or equivalent experience	The skills and experience to become an effective member of the team as quickly as possible
Previous experience of organising a variety of events/exhibitions	Previous experience organising and delivering virtual events
Good IT skills including Microsoft applications (Word, Excel, PowerPoint and the use of online purchasing tools) are required	Previous experience working with Microsoft Teams or similar collaboration tools
Good interpersonal skills	Previous experience establishing and managing budgets for events
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	
Must have the legal right to work in the UK through British citizenship or a valid UK work visa and be living in the UK	