



Administrative and Events Assistant

Key role duties

As ucisa's Administrative and Events Assistant you will work across all our areas of activities including all membership activities and events, with the focus of the role adapting to the needs of our business activities across the year. You will assist the Administrative Officer in the day to day operational administration of ucisa including:

Operational Administration

1. Support the development and maintenance of effective office admin systems
2. Deal with telephone, and email enquires
3. Provide administrative support for membership services including new members joining, membership renewals and regular communication for Members
4. Help to compile the Members News document and promote new publications including journal articles
5. Help to facilitate meetings of Members Groups and Special Interest Groups including minute taking and providing updates to our website and on social media
6. Attend occasional Member Groups meetings and events on ucisa's behalf, which involves occasional weekend, and evening work, and travel across the UK
7. Provide admin support for ucisa projects

Events Administration/Support

1. Help the ucisa Event's Team with the running ucisa's events including registrations, publicity, answering enquiries from participants and speakers, and production of conference materials
2. Support the effective operation of ucisa events/conferences, including site set-up, registration, reception and event closure duties across the UK.
3. Produce feedback surveys for events and help administer other surveys as require.
4. Help with the logistics of all events including organising transport, packing conference collateral badge printing and liaising with venue.

Corporate

1. Contribute to the development and implementation of ucisa's Strategy.
2. Undertake training to ensure appropriate professional skills are acquired or developed.
3. Undertake any other duties and responsibilities as may be determined by ucisa that are commensurate with the level and grade of this post.

Who we are looking for

	Essential	Desirable
Education / Training		<ul style="list-style-type: none"> Level 3 office administration/management qualification
Relevant Experience	<ul style="list-style-type: none"> Excellent IT Skills and experience using Microsoft Office (MS Word MS Outlook MS PowerPoint) in a professional context Experience of working on own initiative and as part of a team Experience of working in a public-facing role, including handling a wide range of enquiries particularly by telephone and email Experience of events support, such as on-site set-up, registration and events closure duties 	<ul style="list-style-type: none"> At least 2 years' experience working in an administration role/a comparable role Experience of education and/or charity sectors Experience using social media Experience using Adobe products Experience of using Sitecore contact management systems Experience of using a business events system Experience of using Microsoft Teams
Relevant Skills and Aptitudes	<ul style="list-style-type: none"> Very good communication skills both orally and written Ability to deal with all levels of contact within the association Ability to devise and implement administration workflows Excellent attention to detail and ability to work accurately Ability to organise own work to meet deadlines A positive 'can-do' attitude, very adaptable and flexible 	<ul style="list-style-type: none"> Ability to use content management systems including updating internal records and public face web pages and knowledge of essential accessibility standards
4. Special Requirements	<ul style="list-style-type: none"> Able to travel to event and conference venues, work away from the office and occasionally stay away from home overnight, including ucisa's annual conference in March. Manual handling ability to support events and conference activities 	
5. Other		<ul style="list-style-type: none"> Commitment to and interest in ucisa's aims and values.

February 2020