

## Administration Assistant (Events Team)

REQ231444

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**

### Department summary

Marketing and Advancement is an exciting division which brings together a wide range of teams spanning marketing, communications, web and digital, student recruitment, outreach, market research, international recruitment, creative services and print, philanthropy and alumni relations.

### Job Description

**Job Grade:** Administrative Services Grade 3

### Job Purpose

To assist in supporting a wide range of corporate, recruitment, alumni and advancement, and bespoke events to raise awareness of the University brand and delivery of the University's strategy. To work closely with members of the Events Team, colleagues across Marketing and Advancement, and the wider University, to help deliver a wide range of events activities.

### Job Duties

#### Events Support

- To support the organisation and delivery of professional and effective event activities associated with student recruitment, alumni engagement, profile raising and delivery of the University's strategic objectives
- To attend events supporting activity such as set-up/down, visitor registration, and leading ambassadors as appropriate
- To respond to general enquiries by telephone and email regarding the University's event provision, amending event bookings, answering questions, and providing information as appropriate
- To work effectively with a range of suppliers (internal and external)
- To provide efficient, proactive administrative and operational support as directed by the relevant Event Officers/Event Manager including;
  - Creating name badges, guest lists and other administrative tasks as required
  - Purchasing equipment and resources required for event activity
  - Arranging student ambassadors to support events and processing payment via Dashboard
  - Packing equipment needed for events and create check lists as necessary

#### Liaison

- To develop positive and effective working relationships with contacts across the University and more widely in support of events activities
- To ensure that feedback is used proactively to develop future events and respond in a timely and professional way to queries and requests from events attendees

#### Points to Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

## Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

## Organisational Responsibility

Reports to the Student Experience Events Manager

## Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

### Essential Criteria

Area	Criteria	Stage
Experience	Experience of supporting events in a range of contexts and settings	1,3
	Experience of using databases	1,3
	Experience of managing multiple email accounts and being the first point of contact on the phone for enquires	1,2,3
Skills and abilities	Excellent administrative and organisational skills	1,2,3
	Good working knowledge of IT applications – Microsoft Office Packages including Outlook, Word and Excel	1,3
	Excellent interpersonal and communication skills, confident telephone manner, and in particular an awareness of and sensitivity towards customer needs	1,3
	Excellent attention to detail	1,2,3
	Tact, discretion and diplomacy	1,3
	Prioritisation and time management skills	1,3
Training	A willingness to undertake further training as appropriate, and to adopt new procedures as and when required	1,3
Qualifications	Educated to A level standard or equivalent	1
Other	Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace	1
	Flexibility to work out of hours as required	1
	Willingness to work occasional evenings and weekends	1

### Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in the higher education sector	1,3

## Conditions of Service

The position is a full time and open ended. Salary will be Administrative Grade 3 (£21,254 - £23,144 per annum), a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements.

We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see

<http://www.lboro.ac.uk/services/hr/athena-swan/>