

Sport Events Officer (Commercial)

Job Ref: REQ251038

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Loughborough University has a global reputation for sporting excellence. With world records set on campus, the highest student participation in sport and sport volunteering in the country, over 60 sports clubs, world-class facilities which elite athletes choose as their training base and multiple Olympic, Paralympics and World Champions on our campus, Loughborough is the world's leading multi-sport environment.

Job Description

Job Grade: Operational Services Grade 5

Job Purpose

The Events Officer will play a key role within the Loughborough Sport Business Development & Events team, supporting the planning, coordination, and delivery of commercial activities and events. The post holder will be responsible for account managing a portfolio of key sport clients and ensuring an exceptional client experience is achieved throughout. With strong communication skills and a drive to deliver high-quality service, the Events Officer will contribute directly to achieving Loughborough Sport's commercial objectives and enhancing its reputation with both internal and external stakeholders.

Key Tasks

- Manage and support the planning and delivery of client-hosted activities and events, from initial enquiry through to completion, ensuring all elements are executed to a high standard.
- Act as the primary point of contact for clients, providing a seamless, professional and responsive service throughout the event planning and delivery process.
- Collaborate closely with internal departments (such as Performance Sport, Estates & Facilities Management, Security and Venue Operations) to ensure all necessary resources and requirements are in place.
- To work flexibly across the Business Development & Events team to support the delivery of other performance-focused and client-hosted events, in line with operational priorities and capacity.

Duties and Responsibilities

- Ensure all logistical and operational elements of an event are seamlessly planned and delivered from start to finish.
- Build and maintain strong relationships with clients, ensuring their expectations are clearly understood, effectively translated into actionable plans, and met with exceptional customer service.
- Prepare comprehensive event documentation including detailed quotations and client contracts, ensuring accuracy, clarity and compliance with Loughborough Sport policies.

- Collaborate with internal teams to identify and maximise any commercial opportunities, for example by working with the Marketing Team to enhance event promotion and visibility.
- Monitor and manage event operational budgets effectively, ensuring financial discipline and cost control, while balancing Loughborough Sport's commercial objectives with client expectations.
- Liaise with internal and external suppliers to coordinate specific requirements, pricing and delivery, ensuring high standards of quality, service and value for money.
- Review event delivery and produce post-event reports, incorporating feedback from clients and stakeholders, to evaluate outcomes and identify area for improvement.
- Contribute to the continuous improvement of event management processes, systems and documentation to enhance efficiency, consistency and client satisfaction.
- Ensure all event operations comply with relevant health and safety legislation, risk management procedures and University policies, with appropriate documentation completed and retained.
- Promote and implement sustainable event practices in line with Loughborough University's environmental and social responsibility goals.

General

- Provide line management for a Placement Student within the Business Development & Events Team, offering guidance, support, and direction to aid their professional growth and maximise their contribution to the team's delivery of high-profile events.
- Provide cover for other colleagues in the Business Development & Events team at busy times and in cases of absence.
- Ensure compliance with relevant University policies and procedures.
- Undertake any training and development deemed appropriate for the position by the Loughborough Sport Head of Operations.
- Attend team and other necessary meetings, contributing as appropriate.
- Undertake other duties commensurate with the grade and nature of the role, as may reasonably be required.

Points To Note

The post holder will be required to be flexible, with a willingness to work outside normal working hours. This will include evenings, weekends and bank holidays/University closure days.

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 commitment to the University's Equity, Diversity, and Inclusion policies at all times.

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

The post holder may be required to provide a satisfactory disclosure statement (see <http://www.homeoffice.gov.uk/agencies-public-bodies/dbs/>) for more details.

Organisational Responsibility

Reports to – Iris Broekhuijzen, Business Development Operations Manager
Responsible for – Placement Student

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 managing events from concept to delivery, ensuring high standards and a smooth experience for all stakeholders.	1,2,3
	Experience of working effectively as part of a team, demonstrating strong interpersonal skills and the ability to collaborate toward shared goals.	1,3
	Previous experience working in a sport environment, ideally within event management, commercial operations, or community engagement.	1,3
Skills and abilities	Excellent communication skills both written and verbal.	1,3
	Outstanding interpersonal skills to be able to build rapport with a range of colleagues and customers and negotiate on behalf of a client.	1, 3
	Exceptional organisational, planning and project management skills	1,3
	Ability to work cooperatively, flexibly and with independent initiative to meet deadlines.	1,3
	Ability to prioritise workload effectively to meet deadlines and make decisions.	1,3
	Ability to approach a task methodically and skilled in paying attention to detail.	1,2
	Able to deal with and resolve complex situations, seeking solutions under pressure.	1,2,3
	Knowledge of Health & Safety legislation (in particular risk assessments).	1,3
Education and Qualifications	Educated to A-Level or equivalent experience	1,3
Training	Willingness to undertake further training as required.	1,3
	Evidence of continuing professional development	1
Other	Willingness to work irregular hours as necessary.	1,3
	Enthusiasm and a keen interest in sport.	1,3
	Familiar with Microsoft Office (particularly MS Teams, Word, Excel).	1,3
	Knowledge and understanding of Equity, Diversity and Inclusion Policies	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Previous experience of line management, including providing leadership, support, and development to team members.	1,3
	An understanding of commercial operations within sports and events, with experience in delivering initiatives that drive financial growth and add commercial value.	1,3
Skills and abilities	An understanding of computer programmes and management information systems and the ability to effectively utilise available information.	1,3
	An understanding of university sport	1,3
	Use of finance management system.	1,3
Education and Qualifications	Recognised qualification in Sport/Leisure Management.	1,3

Conditions of Service

The position is full time and open ended. Salary will be on [Operational Services Grade 5](#), plus 7.5% flexibility allowance, at 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 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 equity and celebrates diversity and inclusion 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/>