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Job description and person specification

Events Coordinator

Job description

Job title	Events Coordinator
College/Service	Professional Services and Operations
Department/Team	Student Marketing Recruitment and Admissions
Accountable to	Student Recruitment Marketing Manager
Contract	Fixed Term - 12 months
Term	35 hours per week, 52 weeks per year
Grade	Grade 4
Salary	£39,644 - £48,394 per annum
Location	Hybrid/High Holborn
Job family	Professional & Administrative
HERA reference	001687

Purpose of the role

The purpose of this role is to plan, deliver and document online and in-person events for the UAL Creative Computing Institute. This will include open days and other recruitment events, including campus tours and taster teaching sessions, for both potential applicants and offer holders.

As Events Coordinator you will be responsible for budgeting, procurement, risk assessment, hiring event staff, collaborating on comms and marketing plans, managing stakeholder relationships, and reporting back to the management group on the outcome of events and ways to develop our events.

Key duties and responsibilities

- To plan, manage, and review multiple online and in-person recruitment events in parallel and respond to sometimes rapidly changing situations up-to and throughout events.
- To manage the delivery of campus tours and visits across CCI locations.
- To represent CCI and provide information and advice at student recruitment events.

- To manage the creation of content and assets for social media, print and other formats to communicate events.
- To build effective working relationships with CCI academics and colleagues across UAL Colleges and central teams to encourage collaboration and integration with recruitment activities and ensure that CCI is maximising opportunities for recruitment activity across all available markets.
- To support student marketing and recruitment targets in the delivery of student recruitment events and the supervision of CCI Student Champions.
- To ensure the documentation and communication before, during and after events.
- To set, and manage budgets for individual events, as well as an annual budget proposal for events on an annual basis.
- To manage relationships with external service providers such as designers and builders to meet deadlines.
- To employ and manage additional temporary staff (e.g. ArtsTemps) to support events as well as guest speakers, exhibitors and/or fellowships.
- To manage risk, assess and implement adequate control measures for events and their build up.
- To build and manage relationships with external partners identified by CCI and central UAL managers.
- To build strong working relationships with internal stakeholders including academics, technicians, and strategic staff across UAL.
- To be available to work outside of normal office hours to act as the main point of contact throughout events, including during weekends and evenings. (*Extended hours would typically be treated as time in lieu*).

Management responsibilities

- Planning and managing budgets related to events organised by the role holder.
- Employment and management of temporary staff to support events through ArtsTemps or similar hourly paid fixed term roles.
- Responsibility for the health & safety of visitors, students and staff at events organised by the role holder.

Key working relationships

- Colleagues in the Student Marketing, Recruitment and Admissions department and across the Creative Computing Institute. Also, colleagues in the Colleges, the Communication and External Affairs department, the Digital and Technology

department, and other departments across UAL.

General duties

These duties below are in addition to the duties and responsibilities listed above:

- Perform duties and tasks consistent within the scope and grade of your role as reasonably may be expected and assigned to you from anywhere within the university.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Staff Charter and Dignity at Work Policy and anti-racism plans, promoting equality diversity and inclusion in your work.
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning and Review Conversations (PRC) scheme and staff development opportunities.
- Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.
- Contribute to the University's Climate Action Plan and Social Purpose Strategy which sets out our principles, commitments and goals towards climate justice and our socio-environmental purpose.

Person specification

This section provides a list of up to 10 essential criteria (and up to 2 desirable criteria if specified) that you will need to demonstrate you meet as part of the recruitment process.

Experience, knowledge and qualifications

- Experience of organising multiple events concurrently of various types.
- Experience of promoting events through various communication channels, including email and social media.
- Experience of using a Customer Relationship Management (CRM) system or other database to manage event registrations.
- Experience of project management, risk assessment, budget management and people management in the context of event organisation.
- Experience in the production of digital and physical assets using Adobe Creative Cloud (desirable).
- Experience of organising recruitment events within the higher education sector (desirable).

Communication skills

- Communicates effectively orally, in writing and/or using visual media.

Planning and managing resources

- Plans, prioritises, and organises work to achieve objectives on time.

Teamwork

- Works collaboratively in a team or with different professional groups, ensuring the principles of equality, diversity and inclusion are upheld.

Student experience or customer service

- Provides a positive and responsive student or customer service.
- Makes a significant contribution to improving the student experience to promote an inclusive environment for students or colleagues.

Creativity, innovation and problem-solving

- Identifies innovative and creative solutions to resolve problems.