

## University of London

### Job Description

**Job Title:** Events and External Relations Officer  
**Department:** The Warburg Institute  
**Section:** Secretarist  
**Level:** 05 (CTS)

<b>Job Purpose:</b>	The holder of this post will co-ordinate and implement the Institute's events and external relations programme as set out in the Institute's Operational Plan.	
<b>Job Content:</b>		%
<b>Events management:</b> <ol style="list-style-type: none"> <li>1. To co-ordinate and implement the Institute's events programme of Seminars, Conferences, Lectures, Readings, Book Launches, Research Training Workshops, including: booking venues, accommodation, catering, speaker liaison, being the first point of contact for all enquiries regarding events, preparation of event materials (delegate packs, printed handouts, name badges) and basic AV support.</li> <li>2. Assist with events on the day to ensure their smooth running.</li> <li>3. To manage the Institute's various databases used for events, marketing, and alumni and proactively identify opportunities to grow these contact databases.</li> <li>4. To work with the Institute Manager and alongside the Digital Communications Officer to ensure all events are publicised to the relevant stakeholder communities.</li> <li>5. Take responsibility for budget management of the Institute's event programme, ensuring events come in on budget, securing quotations for services and invoicing and processing expenses where appropriate.</li> <li>6. To implement a feedback system to monitor the Institute's event programme and prepare reports to support decision-making regarding the events programme.</li> <li>7. Updating and maintaining of event registration systems and delegate lists, including records of payments, and liaison with events delegates and convenors as required.</li> <li>8. Compiling events statistics, maintaining records and archiving events programmes online.</li> </ol>		75%
<b>External Relations Communications:</b> <ol style="list-style-type: none"> <li>9. To implement the Institute's external relations communications for all non-digital communications, including: support for research, publications, fellowships, student recruitment and fundraising.</li> <li>10. To assist with the preparation of copy for the Institute's print marketing materials and to work with various departments at SAS, the University and external agencies when appropriate to manage the creation of such materials.</li> </ol>		25%

<p><b>Other duties:</b></p> <ol style="list-style-type: none"> <li>11. To build relationships and work effectively with other events and external relations teams across SAS, the University and other stakeholder organisations.</li> <li>12. To actively follow and promote the University of London policies, including the University's Dignity at Work and Equal Opportunities Policy and actively promote these wherever possible.</li> <li>13. To maintain an awareness and observation of fire and health and safety regulations</li> <li>14. Any other duties consistent with both the grade and scope of the post.</li> <li>15. Any other duties reasonably required of the postholder by the reporting manager.</li> </ol>	
<b>Reports to:</b>	Institute Manager
<b>Responsible for:</b>	No permanent members of staff; occasionally responsible for managing interns who are brought in to support specific events.
<b>Additional demands of the role:</b>	In order to ensure that events run smoothly, the Post- holder must be willing and able to attend academic events outside of normal office working hours, particularly in the evenings during term time, and occasionally on Saturdays, with equivalent time of in lieu offered.

## Person Specification

### EXPERIENCE & PERSONAL QUALITIES

*Essential:*

- Excellent organisational skills; ability to define priorities for self and projects, occasionally under pressure across a range of projects to meet conflicting deadlines.
- Experience of events administration, organisation, customer service and front of house duties.
- Experience of external relations communications, and ability to adapt messages to a range of audiences.
- Experience of budget management.
- Attention to detail in own and others' work.
- Pro-active approach to problem solving, willing to work collaboratively to develop solutions to promote effective working.
- A confident and friendly communicator, able to establish and maintain good working relationships with colleagues and others at all levels within the University and with external stakeholders.

*Desirable:*

- Understanding of university administrative procedures.
- Interest in the remit of the Institute.
- Interest in the public role of universities and research institutes.

## TECHNICAL KNOWLEDGE & SKILLS

### *Essential:*

- Demonstrated written and verbal communication skills, with a high level of accuracy and attention to detail.
- Excellent IT skills, in particular Word and Excel and database package experience; willingness and aptitude to be trained to use bespoke systems.
- Awareness of the requirements of Data Protection Law.
- Excellent project management skills.
- Numeracy skills.
- Skills in building relationships and negotiating with others.

## EDUCATION & PROFESSIONAL QUALIFICATIONS

### *Essential:*

- No specific educational qualifications, but the post holder must be numerate and literate to the high standards required by the activities of the role.

### *Desirable:*

- Degree level qualification or equivalent in experience.
- Commitment to continuing professional development.

Competency Requirements	Essential	Desirable
Academic Community focus	C	
Adapting to change	C	
Creativity and innovation	B	C
Interpersonal understanding	C	
Leadership	B	C
Managing resources	A/B	B
Organisational commitment	B	
Proactivity and planning	B	C
Problem solving and decision making	C	
Performance Management	A	B
Resilience	C	
Working collaboratively with others	B	C
<p>Competencies are scored on an A-D scale, with D representing the highest demonstration of the competency.</p> <p>For further information on each of the competencies and relevant levels, please email us at <a href="mailto:ulrecruit@london.ac.uk">ulrecruit@london.ac.uk</a></p>		