

Events Assistant

Job Description

Responsible to	Head of Marketing and Events
Key working relationships	Senior Events Officer, Events Manager, Events Team staff, colleagues across Engagement and External Affairs Directorate, CPD Director, Dean, Members and Fellows, delegates, external suppliers, committee chairs
Grade	4
Contract	Permanent
Job Purpose	<p>This role is responsible for providing day to day support to Members, Fellows, event stakeholders and colleagues in the delivery of a variety of internal and external events, some face-to-face, some virtual, including study days, keynote conferences and the annual Diploma Ceremony. The post holder must, therefore, ensure that stakeholders receive a high quality of service whilst maintaining standards and managing competing work streams.</p> <p>The Events Assistant works under the supervision of the Head of Marketing and Events and in accordance with established policies, procedures and precedents.</p>

Key Responsibilities

Delegate services

- Provide comprehensive administrative support for online event registration, delegate bookings, delegate communications and associated queries.
- Provide comprehensive telephone answering aiming for first contact resolution therefore maintaining good knowledge of College events and other relevant activities is essential.
- Provide comprehensive onsite support for delegates, assisting with registration and resolving delegate queries.
- Travel in the UK and overseas as necessary to facilitate the development and delivery of the College's event programme.

Event administration

- Assist in the delivery of College conferences and study days by providing administrative support for the development of programmes and course materials.
- Provide support for College events, including administration of delegate materials such as registration, catering, event guides, recordings, name badges and evaluation forms (not an exhaustive list).
- Independently manage designated tasks to support the delivery of events such as building and maintaining virtual platforms, inviting stakeholders and maintaining stakeholder records (not an exhaustive list)
- Assist in the research and promotion of opportunities for sponsorship for all events, distributing sponsorship packages, confirming sponsorship acquisitions and ensuring requirements are fulfilled onsite.
- Provide onsite and online registration, and event support at College conferences and events as required.
- Lead on the planning and delivery of assigned small events under the supervision of the Head of Marketing and Events.
- Effectively liaise with events stakeholders such as speakers, programme leads and delegates.

- Produce proposals for assigned events, including timelines, venues, suppliers, draft budget and staffing requirements.
- Assist in the production of event documentation, branding or collateral adhering to brand guidelines.
- Provide administrative support for the Education Resources Committee including minute taking, agenda collation and meeting set-up.
- Maintain and update event team calendars with key event information including liaising with wider College teams as required
- Collate and report on key event statistics to support the evaluation of the events programme
- Provide administrative support for the intake of event proposals including preparation of event documentation and setting up event calendars for future years

Cross-team working and support

- Work collaboratively to help and support colleagues in the delivery of events as required under the supervision of the Head of Marketing and Events
- Assist in room set up for events held across College buildings including furniture configuration and AV as required.
- Develop strong relationships with key stakeholders including College members, conference stakeholders, and external venues.
- Assist the Events Manager and Senior Events Officer with administrative support when developing and implementing new projects.

Other

- Maintain detailed documentation of the administrative processes relevant to the post.
- Work collaboratively with colleagues to coordinate procedures and sharing of best practice Undertake such other tasks, as may be reasonably expected within the scope and grade of the post at the request of College Management to ensure College objectives are met, including some administrative tasks where necessary.
- Arrange for appropriate archiving and destruction in accordance with data protection legislations.
- Participate in training and personal / organisational development activities.
- Undertake such other tasks as may be reasonably expected within the scope and grade of the post at the request of College Management to ensure College objectives are met.

Values

Respect each other's experience.

We celebrate the rich diversity of the RCEM ecosystem - employees, members and stakeholders. We respect each other's experience, meeting each other with dignity and humanity at all times.



This comes to life when we:

- Each contribute actively to strengthening a culture where different perspectives are expressed, encouraged and heard.
- Treat colleagues, members and stakeholders as valued equals.
- Do our best to be present for each other, interacting in an open and transparent manner.
- Acknowledge & challenge inappropriate behaviours and practices, offering support and seeking solutions.

Act with integrity, always.

We hold ourselves to the highest ethical standards, fostering trust and transparency within our College and with our members.



This comes to life when we:

- Do what we say we will do, communicating clearly and openly.
- Take responsibility and accountability for our actions, celebrating when things go well and staying curious about how we can learn from mistakes.
- Demonstrate patience and flexibility, even when things don't quite go to plan.
- Commit to a strong work ethic, striving to produce high quality work that is consistently delivered on time.

Collaborate for growth.

We know that teamwork and initiative are the key to achieving our strategic aims, and we actively seek opportunities to work together and leverage our diverse perspectives.



This comes to life when we:

- 'Collaborate by default', continually looking for ways in which we can join forces with colleagues, members and stakeholders to meet the College's objectives.
- Pay attention to the quality of our relationships, cultivating connection and fostering a positive working environment grounded in respect and integrity.
- Ask for feedback, reflect on it and learn from our personal and collective experiences.

Innovate relentlessly.

We create the conditions for a culture of continuous improvement, nurturing creativity and the pursuit of new ideas to drive positive change within our organisation.



This comes to life when we:

- Identify creative ways to optimise our resources by planning ahead and anticipating organisational, operational and customer needs and demands.
- Anticipate and welcome change as an inherent part of a growing, evolving organisation, and meet this change with hope and optimism.
- Acknowledge the importance of psychological safety as a prerequisite for innovation, actively encouraging risk-taking and creating a 'no-blame' culture.
- Have the courage to step outside our comfort zones, learning new skills and trying new approaches.
- Prioritise sustainable solutions, with choices that are in the long term interest of the College and our organisational objectives.
- Embrace the value of automation, by refining and automating processes - personally and operationally - wherever possible, to improve efficiency and effectiveness.

Person Specification

Essential

Desirable

Practical experience

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| <ul style="list-style-type: none">• Experience of customer-facing roles and interaction over email, telephone, and in-person | <ul style="list-style-type: none">• Experience of event administration• Database administrative experience• Experience of committee support and administration, such as minute taking |
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Skills

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| <ul style="list-style-type: none">• An excellent level of computer knowledge, keyboard skills and software• Clear verbal and written communication• Ability to use and format documents on the Microsoft platform• Ability to learn new software packages.• Ability to maintain attention to detail | <ul style="list-style-type: none">• Use of social media to promote activity• Research and data analysis skills |
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Knowledge

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| <ul style="list-style-type: none">• Understanding of GDPR | <ul style="list-style-type: none">• Understanding of processes surrounding the delivery of events• Knowledge of events and conferencing |
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Personal Qualities

- Commitment to upholding the College Values
- Personal resilience and the capacity to work effectively and stay calm under pressure
- The ability to work independently and problem solve
- Ability to work to strict deadlines and prioritise own workload
- Friendly and approachable
- Team player who naturally collaborates
- Commitment to personal development

Policies & Guidelines

College Policies and Procedures

The post holder is expected to follow all College policies and procedures including those covered in the College HR manual.

Confidentiality

All employees are under an obligation to ensure that any information that he or she has access to, relating to RCEM business is kept confidential.

Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

Risk Management

All staff have a responsibility to identify risks and report these to their line manager. In addition to report all accidents or incidents promptly and when requested to co-operate with any investigation undertaken.

Equal Opportunities

The RCEM is committed to its equal opportunities policy and it is the duty of every employee to comply with the detail and spirit of the policy.

Additional Information

This role profile is intended to provide a broad outline of duties that may be required and is not intended to be exhaustive. It is subject to review and amendment in consultation with the post holder in order to reflect changes in the pattern, organisation and development of the services required.

Organisation chart

