

JOB TITLE: ALUMNI EVENTS ASSISTANT

REPORTS TO: EVENTS MANAGER

Background

The Alumni Events Assistant is a member of the Events Team within the External Engagement Department at Cambridge Judge Business School. Events delivered by this team fulfil a range of purposes and must be delivered to a high standard to enhance and maintain the reputation and brand of the School and the University of Cambridge.

The role

The role holder will report to the Events Manager with a dotted line to the Head of Alumni Relations. The post holder will work as a member of the Alumni & External Engagement Department to support the delivery of the overall programme of events, which can be planned as far as 24 months in advance. This includes support of the frontline delivery of all events organised by the department, ensuring they are executed to a high standard.

The role holder will be the first point of contact for event-related queries and owner of the registration process for events. Coordinating all catering and related logistics for Alumni & External Engagement events ensuring School policies are adhered to and a smooth, efficient and high level of service is provided. Development of good working relationships with the facilities, catering and reception teams is vital. The role holder will also need to assist with other administrative duties as requested by the Events Manager, Head of Alumni Relations or Director of Alumni & External Engagement.

Main responsibilities

Event Management

- Source venues, book meeting rooms, accommodation and catering for events.
- Provide detailed logistical plans as needed for the facilities and catering teams when appropriate and always ensuring catering and events staff are fully briefed on requirements.
- Work with the event managers, be proactive, look ahead at events bookings to pre-empt and resolve any possible issues. Instigate discussions with event organisers to ensure the smooth running and execution of events.
- Attend events to ensure their smooth running, be on hand to assist the event manager(s) and ensure Health and Safety requirements are met.
- Complete necessary forms for events including event proposal, action plans, budget, event briefing, event analysis and feedback.



- Due to the nature of some of the events, the level of information handled is both confidential and sensitive and a high standard of discretion is required by the job holder.

Delegate and event query management

- Be the first point of contact for all queries coming into the Events Team, respond in a timely manner and escalate where appropriate.
- Manage the process for all delegate registrations for events, ensure details and requests are recorded accurately and the event owner is kept up to date with attendance levels.
- Manage the confirmation email process and ensure that delegates have all the necessary information ahead of events. Use the appropriate branded templates for delegate communications.
- Provide event support to other Events Team members by creating event materials for each event such as badges, nameplates, folders and delegate lists etc. using branded templates.
- Where events are pay-to-attend, manage the set up of the online payment system through the University's E-Sales software.
- Keep an accurate record of revenue coming in as a result of registrations for pay-to-attend events.

Administration

- Assist in maintaining the Master Event Calendar – a record of School-wide events or events happening in relation to the School and the International Travel Document.
- Attend regular event related briefing meetings, provide papers and other information in the relevant format as required. Prepare meeting notes in a format that can be circulated if required.

Financial

- Keep accurate records to ensure efficient invoicing of event attendees and track catering and room hire costs for events.
- Place orders and check invoices according to accepted procedures.
- Follow purchasing procedures and ensure the best possible prices are negotiated with suppliers.

Communication, networking and liaison

- Work closely and effectively with all members of the Alumni & External Engagement Team to achieve the team's objectives and improve working practices through regular meetings and effective communication. Undertake other tasks as necessary as a member of the team.
- Build and maintain excellent working relationships with catering providers, facilities team and event organisers across the School.
- Undertake professional development to keep up to date with industry best practice.

The person

The ideal candidate should have the following qualities, skills, and attributes:

Essential

- Experience in a customer facing environment with highly developed customer care skills and a willingness to go the extra mile.
- A working knowledge of event management principles, catering practices, including food and drink matching and special dietary needs.
- Excellent oral and written communication skills with the ability to communicate with people at all levels with diplomacy and tact.
- A calm, efficient manner with the ability to deal with constantly changing arrangements for a large number of people attending complex events.
- Excellent organisational and time management skills with the ability to manage competing deadlines.
- Ability to be flexible, work with accuracy and close attention to detail whilst sometimes working under pressure.
- Team player with demonstrable enthusiasm and creativity and capable of working on your own initiative.
- Excellent computer skills especially Word, Excel, Outlook and databases. Ability to adapt and learn new systems.
- HND, HNC, level 4/5 vocational qualification or equivalent level of practical experience.
- The role involves working at events where alcohol is served.
- The role holder will occasionally be expected to work at weekends and during the evening.

Desirable

- Experience in events is desirable.
- Previous experience of working within the University of Cambridge, higher education, a Cambridge College or a similar education institution or charity is desirable.

Benefits

This is a full-time/part-time position working 36.5 hours per week. There will be a six-month probationary period. Holiday entitlement is 28 days per annum plus eight days of public holidays. The salary will be in the range of £26,942 - £30,805 per annum.

The full incremental salary range for the position is advertised in order to demonstrate the progression within the Grade. In the majority of cases, appointments will be made at the Grade minimum; only in very specific, exceptional circumstances can a higher salary be offered.

The University of Cambridge comprises more than 150 departments, faculties, schools and other institutions, plus a central administration and 31 independent and autonomous Colleges. It is one of the world's oldest and most successful universities, with an outstanding reputation for academic achievement and research.

With excellent benefits, extensive learning opportunities and a stimulating and attractive environment, the University of Cambridge is a great place to work. Our employees are eligible for a wide range of competitive benefits and services. We give them access to numerous discounts on shopping, health care, financial services and public transport. We also offer final salary pensions and tax-efficient bicycle and car lease schemes.

We have two nurseries and a holiday play scheme to help support those with childcare responsibilities, and we offer various types of family-friendly leave to aid employees' work-life balance. In addition, we operate a number of initiatives to promote career development, health and well-being.

Further details can be found at www.admin.cam.ac.uk/offices/hr/staff/benefits. There is also a range of information about living and working in Cambridge at www.jobs.cam.ac.uk.

Application arrangements

To submit an application for this vacancy, please search for this position on the University's Job Opportunities website at www.jobs.cam.ac.uk and click on the "Apply online" button at the bottom of the relevant job description. This will route you to the University's Web Recruitment System, where you will need to register for an account (if you have not already) and log in before completing the online application form.

The closing date for applications is 20 July

Applicants are required to provide details of two referees. Typically, referees will not be contacted until an offer has been made. In exceptional circumstances, we may need to contact your referees at an earlier stage of the recruitment process; however, this will only be done with your prior consent.

Equality of opportunity at the University

The University of Cambridge is committed to a proactive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture and values diversity. Entry into employment with the University is determined by personal merit and by the application of criteria required for the post. No applicant for an appointment or member of staff will be treated less favourably than another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

The University has various diversity networks which help it to progress equality; these include the Women's Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network.

Information if you have a disability

The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment. Information for disabled applicants is available at www.hr.admin.cam.ac.uk/policies-procedures/disabled-applicants-and-members-staff/support-services-available-within.

We encourage you to declare any disability that you may have and any reasonable adjustments that you may require in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact hrsupport@jbs.cam.ac.uk.