

Last Updated: 21/07/2022			
Job Title	Events Officer		
Faculty/ Department	Advancement	Subsidiary	University of Surrey
Job Family	Professional Services	Job Level	4
Reports To	Senior Alumni Relations Manager	Line Manages (role title(s))	N/A

Job Statement: *This should be a concise, short paragraph of what the post entails and why it exists in terms of contribution and impact e.g. improving student/staff experience, increasing University funds etc*.

The role of Advancement is to work with the academic community to engage alumni, friends, companies and trusts in support of the University. We are responsible for sustaining a lifelong relationship with our worldwide alumni community of over 153,000 graduates in 185 countries, raising funds and encouraging volunteering to support the University's corporate strategy.

Within Advancement, the Alumni and Supporter Engagement Team delivers a full suite of engagement activities nationally and internationally which include fundraising, communications, events and volunteering opportunities, to encourage alumni and supporters to engage with the University and build a long-term connection between the University and its alumni.

The Events Officer plays a key role in developing and creating a successful annual calendar of advancement events and then managing the operational implementation of this programme. The overarching aim of this events calendar is to cultivate relationships with Donors and Alumni, both in the UK and worldwide, to engage them with the University of Surrey. When done successfully, this work helps to develop long-lasting relationships with these important stakeholder groups. The events programme spans reunions, networking events, lectures, dinners and formal overseas gatherings and fundraising functions. This role will also be responsible for coordinating international delegation visits.

In addition, the post holder is responsible for helping to ensure that University events processes and procedures are adhered to and that high standards of delivery are maintained at all times.

Key Responsibilities This is not designed to be a list of all tasks undertaken but the main responsibilities (5 to 8 maximum)

1. Plan, implement, manage, promote and evaluate an annual Advancement events programme from concept to completion including reunions, networking events, receptions, lectures, dinners and formal overseas gatherings and fundraising functions. To coordinate international delegation visits as and when required.
2. To design events which support strategic objectives and target priority audiences by developing creative programmes and seeking in-kind support or sponsorship where appropriate. Ensuring that evaluation is carried out as standard.
3. To develop and maintain positive, strong and effective relationships with key University departments (e.g., the three faculties) and external suppliers to be able to maximise on opportunities and negotiate the best and most cost-effective budgetary solutions.
4. Maintain and cascade effective administrative processes for events to ensure best practice in budgeting, the management of any data obtained via the events programme and post event follow up.
5. To work with the Alumni Relations Team to engage volunteers to support with alumni events (e.g., as guest speakers, social media ambassadors, in-country ambassadors)
6. Provide additional support to Senior Alumni Relations Manager as and when required.

N.B. The above list is not exhaustive.

Role Scope and Impact This is a summary of the post holder's role in delivering outcomes, making decisions, and the complexity of problem-solving involved in the role.

Problem Solving and Decision Making

- The post holder must also be able to foster relationships with external venues and suppliers as appropriate and be able to negotiate favourable costs. They will be required to work on projects that affect the wider reputation of the University of Surrey through the delivery of high-profile events. The post-holder should have significant experience in high-level event management.
- The post holder may provide advice and solutions to routine day-to-day problems within the Advancement Team. Resolution for these issues will usually be found by referring to their previous experience of similar problems or through referring to University policies and procedures. The post holder is expected to suggest improvements to current working methods or systems, building upon their successes and challenging approaches that are less effective, and advising the Senior Alumni Relations Manager where there are specific issues which need to be addressed. They are expected to take a pro-active approach to identifying ways to address these issues and to implement them under the guidance of their line manager.
- The post holder will work within established processes and procedures with minimum day-to-day supervision in the organisation and delivery of their work. There is scope for the post holder to apply judgement and initiative when managing their workload. They will also have the freedom to work in a proactive manner and to decide how to achieve the required result, generally based on their own judgment and experience. The post holder will, however, receive strategic guidance and regular support from their line manager.

Supplementary Information *You may wish to include information that has not been captured in the other sections but has an impact on the size of the role e.g. number of staff indirectly reporting to the post holder, the budget they manage, number and type of students or customers the job affects directly/indirectly, key internal and external relationships*.

- The Events Officer will be expected to attend events outside of normal working hours as a core part of their remit. Some international travel may be required.
- Customer service should always be forefront of event planning, and the post holder will be expected to help develop a series of processes and procedures to ensure good customer service is upheld.
- The Event Officer will oversee the management of all event bookings - meaning regular telephone, email and postal contact with our customer base, which includes alumni and friends of the University - and will be expected to use these opportunities to build on relationships and identify opportunities that arise from them, which should in turn be communicated to relevant members of the department or University.
- As well as acting as an event organiser the post holder will form part of the event hosting team and will be expected to have a good knowledge of the University's current developments and objectives so that they can contribute to conversations with alumni that help to build and cultivate knowledge and support.

Person Specification This section describes the knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships

Degree, HND, NVQ 4 qualified or equivalent in relevant subject/relevant formal training, plus a number of years' experience in similar or related roles.

Or: Significant vocational experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles, and the acquisition of appropriate professional or specialist knowledge

E

Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance). Level 1: basic level of understanding/experience and can apply it with guidance. Level 2: good level of understanding/experience and can apply it with little or no guidance. Level 3: expert level of understanding/experience and can apply, develop it and guide others.	Essential/Desirable	Level 1-3
Experience of running successful events from concept to completion	E	3
Experience of using a customer management or fundraising database	E	2
Operational knowledge of approaches central to the running of events such as organising staging, catering, temporary structures, AV equipment, designing and managing display equipment, signage, invitations and programmes, financial management and working with external contractors.	E	3
Working knowledge of health and safety regulations	E	2
Experience of Higher Education sector	D	n/a
Experience of managing project teams	D	n/a
Special Requirements This may include a Disclosure and Barring Service (DBS) check, regular overseas travel, driving licence, shift work.		Essential/Desirable
Flexibility to work outside of core office hours (including evening, weekends and bank holidays)		E
Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.		Level 1-3
Communication Adaptability / Flexibility Customer/Client service and support Planning and Organising Teamwork Continuous Improvement Problem Solving and Decision Making Skills Leadership / Management Creative and Analytical Thinking Influencing, Persuasion and Negotiation Skills Strategic Thinking		3 2 2 3 3 2 3 2 1 2 1
This Job Purpose outlines the core activities of the role. As the Department/Faculty and the post holder evolve, the duties and focus of the role may change. The University expects the post holder to adopt a flexible approach to work, including undertaking relevant training when necessary. If significant changes to the Job Purpose are required, the post holder will be consulted, and the changes will be reflected in a revised Job Purpose. All staff are expected to: - Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy. - Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students. - Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.		

- Contribute towards broader university initiatives that have a positive impact on student experience, recruitment and campus operations. This may include participation in cross-functional activities such as open days, confirmation and clearing, welcome week, graduation.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- All staff have a statutory responsibility to take reasonable care of themselves and others and to prevent harm by their acts or omissions. All staff are, therefore, required to adhere to the University's Our Safety Policy Statement and associated Procedures.

Organisational/Departmental Information & Key Relationships

Background Information You should include a short statement on the background of the Faculty/department in which the post holder will be operating. You may also wish to include any other useful information to an applicant e.g. why the project exists, what the strategy of the department is etc.

The role of the University's Advancement team is to build and maintain connections with our Alumni and to help secure philanthropic support for the University. We are responsible for sustaining a lifelong relationship with our worldwide alumni community of over 153,000+ graduates and raising funds to support students and the University's research and teaching activities.

The team works in partnership with academic and professional colleagues throughout the University to build enduring relationships with external constituencies – including alumni, non-alumni, corporate and foundation donors – and to increase financial support for agreed academic priorities.

The Advancement team culture is professional, collaborative and customer service focused, and values transparency, flexibility, proactivity, integrity, respect, tenacity, motivation and commitment.

Relationships

Internal

- The post holder will have contact with the offices of senior staff within the University including the President and Vice-Chancellor and Vice-President (Global)
- The post holder will have frequent contact with senior staff in the Faculties (including Deans, Heads of School and administrators).
- The post holder will liaise with and build relationships with staff from professional services departments, including Hospitality & Catering, Conferencing, Careers, Widening Participation, Surrey Sports Park and Estates & Facilities.
- The post holder will work closely with fellow members of the Advancement Team, specifically the Senior Alumni Relations Manager who will guide and support, and the Leadership and Philanthropy Teams who will hold relationships with donors and prospects.

External

- Alumni and supporters, including retired staff, honorary graduates, donors and potential donors, and philanthropic partners.
- The post holder will liaise with external suppliers. This interaction will be both in person and via various methods of communication.
- The post holder will liaise with consultants, suppliers and contractors on behalf of the wider Advancement team.

Department Structure Chart Please highlight the post holder's role by right clicking and selecting format shape, selecting solid fill and 2nd shade of blue in list. Boxes can be added/removed by right-clicking and selecting add shape or cut. Font should be Frutiger LT Std 45 Light (max font size 10*).

