

Job Description: Professional Service Positions

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| **College/School:** | Estates and Campus Services |
| **Job Title:** | Events Support Officer |
| **Salary:** | Grade 6 |
| **Hours of work:** | 35 hours per week |
| **Contract:** | Fixed term until 5th October 2025 |
| **Location:** | This position will be based across both Singleton and Bay Campus |

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| **Introduction** | To deliver its sustainable top 30 ambition Swansea University needs a professional services workforce with the differentiated skills necessary to ensure that it can deliver excellence through efficient and effective systems and processes that harness innovations in technology. |
| **Background information** | We are looking for candidates who can provide a consistent high standard of service and delivery to event managers and owners across the University and to clients outside of the University wishing to hold events at the University. To assist the University in its pursuit to deliver quality, safe, professional and consistent events by operating an event support function that provides a robust, comprehensive, easily accessible resource for event owners and  managers whilst providing a clear link to operational support services. |
| **Main Purpose of Post** | 1. To be the primary point of contact for event managers and owners, both internal and external, hosting and delivering events at Swansea University campuses and associated venues. 2. To provide consistent, professional support and co-ordination of events in conjunction with Colleges and departments across the University. 3. To directly coordinate and oversee a portfolio of events from enquiry through to their conclusion. This will include communicating with event organisers to discuss all aspects of their booking with a view to detailing accurately their event requirements and produce a contract. Monitoring the progress of the contract and ensuring payment and activity schedules are met. To provide on-site duty management for events as required. 4. To communicate effectively with all operational teams and suppliers both external and internal including Sports, Catering Services, Campus Services, Residential Services, Media Services and Estates Services to ensure the smooth running of events. To monitor service levels and quality and provide feedback as required. 5. To ‘account manage’ a portfolio of internal clients (Colleges, PSUs, Projects) and to assist in fostering relationships with each account to provide tailored, consistent event support as required. |

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|  | 1. To ‘account manage’ a portfolio of external clients and commercial clients and assist in attracting and maintaining quality commercial business opportunities. 2. To support the Event Services & Support Manager in the implementation and distribution of practical advice, guidance, policies and tools across the University, and provide direct support to event owners/managers in the use of such guidance. 3. To promote, populate and maintain systems and processes for the capture and communication of information relating to University events and events hosted at its campuses. 4. To promote the Event Services function across the University to encourage colleges and departments to develop and host high quality, high profile and strategically beneficial events at the University campuses. 5. To implement the University event safety and risk management guidance and policy by working closely with the Event SSR Coordinator. 6. To undertake and direct clerical and administrative duties relating to events and the operation of Event Support Services 7. To be responsible for budgets and financial administration of specific event, including invoicing, reconciliation, meeting set targets and forecasting. 8. To maintain and populate event focussed information and booking systems and ensure all information is accurate, comprehensive and timely. |
| **General Duties** | 1. To undertake continuing professional development as necessary for the role, and participate in networks that benefit the University and disseminate information gained to other staff members. 2. To fully engage with the University’s Performance Enabling and Welsh language policies 3. To promote equality and diversity in working practices and to maintain positive working relationships. 4. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. 5. Any other duties as directed by the Head of College / Department or their nominated representative expected within the grade definition. 6. To ensure that risk management is an integral part of your day to day activities to ensure working practices are compliant with the University's Risk Management Policy. |
| **Professional Services Values** | All Professional Services areas at Swansea University operate to a defined set of Core Values  - [Professional Services Values](http://www.swansea.ac.uk/the-university/world-class/values/professional-services-values/) and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.  **We are Professional**  We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality  **We Work Together**  We take pride in working in a proactive, collaborative environment of equality, trust, respect, co- operation and challenge to deliver services that strive to exceed the needs and expectations of customers.  **We Care**  We take responsibility for listening, understanding and responding flexibly to our students, |

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|  | colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.  Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. |
| **Person Specification** | **Essential Criteria:**  **Values:**   * Demonstrable evidence of taking pride in delivering professional services and solutions * Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers * Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience   **Qualifications:**   * Educated to a good general level including GCSE Maths and English.   **Experience:**   * Significant experience of delivering event management and coordination services in a medium to large organisation * Experience of working with stakeholders at a variety of levels in order and developing service solution to suite need. * Experience of customer service.   **Knowledge and Skills:**   * Excellent communication skills, verbal and written and to present coherent arguments to achieve the desired outcome * Excellent organisational skills to communicate effectively in all situations to varied audiences and develop positive relationships with stakeholders * Good standard of IT literacy and knowledge facilities management software systems * Demonstrable skills in understanding and responding to customer needs * Ability to work to deadlines and to use initiative to manage converging priorities * Ability to work flexibly   **Welsh Language:**  Level 1 – ‘a little’ (you do not need to be able to speak any welsh to apply for this role)    For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available [here](https://www.swansea.ac.uk/welsh-language-standards/compliance/recruitment/).  **Desirable Criteria:**   * Experience of Conferencing software * Knowledge of CRM systems |
| **Additional Information** | Informal enquiries: For informal enquiries please contact [melisssa.ferreira@swansea.ac.uk](mailto:melisssa.ferreira@swansea.ac.uk) |

