

UNIVERSITY OF SUSSEX

Job description for the post of:

**Event Co-ordinator
&
Campus Tour Co-ordinator**

Post holder to be confirmed

Department	Student Recruitment Services, Events Team
Location	Communications and Marketing Division, Sussex House
Grade	4
Responsible to	Line manager is the Events Manager, Student Recruitment Services Direction for selected events and activities will be given by the Lead Event Co-ordinator
Responsible for	During events, responsible for casually-paid student ambassadors

Purpose of the post

1. To contribute to the organisation and delivery of large and small scale internal events, as managed by the Events Manager or Lead Event Co-ordinator.
2. Responsible for organising and delivering the year round campus tour programme for prospective students, their parents and guests.
3. Contribute to the smooth-running of the central events team, through the effective delivery of office-based event activities.

Specific duties

- 1. To contribute to the organisation and delivery of large and small scale internal events, as managed by the Events Manager or Lead Event Co-ordinator.**
 - 1.1. Working to the event plan provided, ensure that necessary academic and professional staff, services and materials are booked and secured, giving the event lead clear and early notice of any potential problems, to help ensure the effective delivery of these events.
 - 1.2. Participate in these events, taking responsibility for key areas. This aspect of the role will require early starts, late finishes and weekend working.
 - 1.3. Undertake other event duties as may be reasonably required.
- 2. Responsible for organising and delivering the year round campus tour programme for prospective students, their parents and guests.** This will include:
 - 2.1. Dealing promptly and professionally with telephone and email enquiries from potential students and their parents regarding campus tour bookings.

- 2.2. Monitor the online booking system until bookings are full, and using the web reporting system, print off and mail confirmation letters to all those who have reserved places.
- 2.3. Working from existing event plans provided, book appropriate lecture theatre space, speakers, student ambassador tour guides, audiovisual equipment and any other materials required to ensure the effectiveness and smooth-running of the event.
- 2.4. Organise in advance, necessary visitor pack materials so that there are sufficient numbers for distribution on the day.
- 2.5. Greet visitors, providing a warm welcome to Sussex. Following training, be confident in delivering a group welcome and answering questions on living and studying at Sussex.
- 2.6. Ensure follow-up emails are sent to all attendees, acknowledging their visit.

3. Contribute to the smooth-running of the central events team, through the effective delivery of office-based event activities.

- 3.1. Regularly review and replenish stocks of internal publications, publicity materials, branded carrier bags and visitor information, ensuring that supplies of visitor packs are always available for weekly campus tours and impromptu campus visitors.
- 3.2. Contribute to the care and replenishment of SRS event materials. In advance of key events, ensure that event materials are in good working order and available in sufficient numbers.
- 3.3. As requested, process invoices and expenses that are generated by the events team or staff and student ambassadors working for the team, so that they are dealt with promptly and posted to the correct budget codes.
- 3.4. Undertake to review your knowledge of Sussex – its courses, reputation, fact and figures and social provision – on a regular basis to ensure that the information provided to visitors is accurate and up to date.
- 3.5. Ensure that you are familiar with the campus locations of our Schools of Study, Professional Service Units and other key referral points for visitors, and build good relationships with front-of-house staff in these units.
- 3.6. Following training, be happy and confident in acting as a University representative at occasional off-site recruitment events.
- 3.7. Undertake other office-based activities as may be reasonably required.

The job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Date: 23 February 2009

UNIVERSITY OF SUSSEX

Person Specification

Event Co-ordinator & Campus Tour Co-ordinator

SKILLS / ABILITIES

	Essential	Desirable
Sensitivity, tact and diplomacy with the ability to remain calm in difficult situations	YES	
A proactive and innovative approach to problem solving, with a willingness to adapt to changing requirements	YES	
Ability to deliver clear, concise and accurate written and oral communication suitable for a variety of audiences	YES	
Ability to work as part of a team and to foster good relations with a range of colleagues within and outside the institution	YES	
Ability to self-motivate and work unsupervised	YES	
Ability to recognise the needs of each student group (UG, PG, Widening Participation, Mature, International)	YES	
Sensitivity to cross-cultural issues	YES	
Numeracy and close attention to detail	YES	
Excellent time management skill	YES	
Competence in the use of IT tools including Word, Mailmerge, Excel and Powerpoint.	YES	

KNOWLEDGE

	Essential	Desirable
Understanding of the key components of event organisation	YES	
Understanding of UK system of Higher Education (at both undergraduate and postgraduate levels)	YES	
Understanding of UK secondary and tertiary education systems		YES
Understanding of Widening Participation issues in unrepresented areas		YES
Basic understanding of the importance of Risk Assessments		YES

EXPERIENCE

	Essential	Desirable
Proven ability to engage positively with school/college-age students and their families through in-person situations	YES	
Experience in negotiating with external suppliers and staff within a large multi-divisional organisation		YES
Experience of events management (planning and hosting)	YES	
Experience of public-speaking (internal and external)		YES

PHYSICAL ATTRIBUTES / PERSONAL CIRCUMSTANCES

	Essential	Desirable
Able and happy to take part in large-scale on-campus recruitment events. This <i>will</i> require occasional early starts, late finishes and weekend working.	YES	
Following training, be happy and confident in acting as a University representative at occasional off-site recruitment events. This <i>may</i> require occasional early starts, late finishes, weekend working and occasional UK travel.		YES