

Role Profile

Job Title:	Events and Conferencing Assistant	Role Profile Number:	SBC_12038
Level:	CFL 6	Insert Date Prepared:	October 2023
Directorate/Group:	Income Generation - Operations	Reporting to:	Income Generation & Business Development Manager

Job Purpose

To assist the Income Generation Team to deliver an attractive events package that caters for the needs of the corporate sector and the community, increasing visitor enjoyment of the Museums and other commercial locations according to the highest professional standards.

Key Accountabilities

- Assist the Events & Conferencing Officers with the delivery of events and conferencing activities.
- Help to ensure that all events and conferences continue to meet customer expectations, assisting with the delivery of improvements where appropriate.
- Work as part of the Income Generation Team to research and develop delegated events and conference programmes, marketing, and other activities.
- Assist with an effective events and conferencing enquiry service to clients, including undertaking delegated enquires in line with established procedures.
- Assist with the maintenance and development of the websites used for event and conferencing by providing delegated amendments for the website and undertaking invoicing.
- Assist in the production of marketing activities to promote the widest knowledge and enjoyment of events and conferencing venues and activities.
- Supervise and monitor the events and conferencing generic e-mail in boxes, and work with team members to ensure the smooth running of the Team's enquiries, alongside having responsibility for the co-ordination of targeted mail-shots.

- Assist the Events & Conferencing Officers to ensure that all out of hours events are staffed appropriately, including (when appropriate) through the use of volunteers.
- Undertake co-ordination, monitoring activities for events and conferencing.
- As directed by the Income Generation and Business Development Manager maintain appropriate financial support for the Income Generation Team, ensuring relevant financial processes and procedures are met and maintained and consistent with professional standards.
- Ensure the appropriate storage, safe operation and security of events and conferencing equipment at all relevant venues, in line with best practice.
- Undertake research and produce appropriate documentation, liaising with stakeholders and ensuring compliance with Council policies, procedures and responsibilities.
- Ensure that all relevant Events & Conferencing databases are developed and maintained according to agreed standards.
- Assist with regular reviews of events and conferencing spaces, to ensure high standards are maintained.
- To contribute to project teams, including co-ordination, monitoring activities, carrying out research, project documentation, liaising with stakeholders and ensuring compliance with Council policies, procedures and responsibilities.
- Provide support to ensure efficient and accurate communication between staff, internal and external partners.

Supplementary Accountabilities

- To undertake operational duties across the Income Generation Team as tasked.
- Assist with the training of new members of staff and volunteers i.e. site induction and orientation.
- To assist with the maintenance of events and conferencing spaces and equipment.
- Undertake out of hours, evening and weekend work in as required in support of the events and conferencing programme
- Ability to travel across the Borough for meetings.
- Undertake any other duties that can be reasonably accommodated within the grading level of the post.

Knowledge & Experience

- Able to demonstrate experience of working in an events and/or conferencing environment.
- Able to demonstrate previous experience of working in a heritage environment.
- Knowledge of budgeting processes and financial management.
- Good influencing, negotiation and innovative skills, with good interpersonal skills.
- Good ICT skills and experience of using of MS Word, Excel, PowerPoint and Outlook and using these tools to support projects and key activities.
- Ability to demonstrate good organisational and prioritising skills, with the ability to work under pressure.
- Ability to work on your own initiative and as part of a team.
- Ability to be flexible and adaptable across a range of tasks, working for a range of people.
- Desirable knowledge of the Museums and Heritage sector and/or of events and conferencing.
- Able to demonstrate a good understanding of manual handling techniques.

Qualifications

- Business Administration qualification or evidence of relevant experience and skills.
- GCSE or equivalent in English Language and Mathematics (grade C equivalent or above), or relevant experience.

Decision Making

- Ability to prioritise own workload to ensure all tasks are completed within given timeframes and escalating any issues to line manager when appropriate.
- Identify the urgency of any query or enquiry and refer immediately to the relevant staff member.

Creativity and Innovation

- Ability to highlight new opportunities to senior members of staff to improve service efficiency to contribute to maximising benefit to the organization.
- Ability to take a creative approach to problem-solving.

- Ability to contribute to new ways of working.

Job Scope

<p><u>Number and types of jobs managed</u></p> <p>None</p>	<p><u>Budget Holder Responsibility</u></p>	<p>No</p>
<p><u>Typical tasks supervised/allocated to others</u></p> <p>None</p>	<p><u>Asset Responsibility</u></p>	<p>No</p>

Contacts and Relationships

- Sound experience of working with customers, suppliers, stakeholders, internal and external partners.
- Ability to communicate effectively with a wide range of people internally and externally.
- Ability to gain respect and credibility with a wide range of people.
- Is expected to be able to demonstrate excellent communication with elected members and senior managers within Swindon Borough Council.
- Is expected to be able to demonstrate excellent communication with the full range of Swindon events and conferencing venues' clients and customers and Swindon Museums team members, volunteers and Friends.

Other Key Features of the role

- Working occasional weekend and evening duties to meet the demands of the year round programme and work flexibly around deadlines.
- In accordance with the provisions of the Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work.
- You must also co-operate with the Council to enable it to comply with its statutory duties for Health and Safety. You must work in accordance with training or instructions given, make proper use of any personal

protective equipment provided and inform your Manager of any hazardous situations or risks of which you are aware.