

### JOB DESCRIPTION

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|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|--------------------------------|------------|
| <b>Job Title:</b>                                                                                                                                                                                                | <b>Events Champion</b>           | <b>Grade:</b>                  | <b>SP2</b> |
| <b>Department:</b>                                                                                                                                                                                               | <b>Business School Support</b>   | <b>Date of Job Evaluation:</b> | <b>N/A</b> |
| <b>Role reports to:</b>                                                                                                                                                                                          | <b>Events Management Officer</b> |                                |            |
| <b>Direct Reports</b>                                                                                                                                                                                            | <b>None</b>                      |                                |            |
| <b>Indirect Reports:</b>                                                                                                                                                                                         | <b>None</b>                      |                                |            |
| <b>Other Key contacts:</b>                                                                                                                                                                                       | <b>None</b>                      |                                |            |
| <p>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.</p> |                                  |                                |            |

#### **PURPOSE OF ROLE:**

The Business School Events team is recruiting Events Champions to help with the preparation and delivery of Faculty events such as Open Days, Taster Days and corporate conferences, as and when required by the department.

#### **KEY ACCOUNTABILITIES:**

##### **Team Specific:**

- Championing the attributes of an exceptional events ambassador by providing outstanding on-the-day support at a various events.
- Assisting in the production of marketing materials for events and ensuring that all documentation is of the highest quality.
- Liaising with the Business School's Events Management Officer, an with academic staff, to ensure the smooth delivery of events.
- Communicating with prospective students and promoting the university favourably.
- Actively seek opportunities to enrich customer experiences for both internal and external clients.

##### **Generic:**

- Any other administrative work required by the Events Management Officer

##### **Managing Self:**

- Can work well under pressure during relatively busy events
- Able to develop strong working relationships with peers
- Confident and able to provide solutions to unforeseeable problems

##### **Core Requirements:**

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security;

- Ensure compliance with Health & Safety and Data Protection Legislation;
- Support and promote the University’s Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.

**Additional Requirements:**

- Must be a current student of the University of Greenwich
- Must be willing to work flexibly to accommodate events that take place outside of working hours as this is a “zero-hours” contract.
- Undertake any other duties as requested by the [e.g. PVC, FOO etc.] or their line manager, commensurate with the grade.
- This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that [Name of service area] delivers the required level of service.

**KEY PERFORMANCE INDICATORS:**

- Delivery of work to the required standard as set out by the Events Management Officer
- Level of customer satisfaction, measured by customer feedback, compliments and complaints

**KEY RELATIONSHIPS (Internal & External):**

- Event attendees
- Events and Administration Assistants
- Hamilton House Staff
- Faculty Academics
- Faculty Marketing Office
- Faculty Employability Office

| <b>PERSON SPECIFICATION</b>                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                |
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| <b>Essential</b>                                                                                                                                                                                                                                                                                                                                                                                                | <b>Desirable</b>                                                                                                                                                                                                                                                                                                                                               |
| <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Working within a team</li> <li>• Delivery of excellent customer care and service</li> <li>• Experience of working to tight deadlines and ability to prioritise workload</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Accurate and attentive to detail</li> <li>• Flexible, dependable and approachable</li> </ul> | <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Team leadership</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul> <p><b>Personal attributes</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• First Aid</li> </ul> |

- Strong working knowledge of Microsoft Office packages

**Qualifications**

- Current student of the University of Greenwich

**Personal attributes**

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity