

JOB DESCRIPTION

Job Title:	Community Events Coordinator	Responsible to:	Community Events Manager
Salary:	£25,000 with potential to increase to £26,000 upon completing probation.	Responsible for:	Event Assistant Student Staff
Location:	Based at the College Lane & De Havilland campuses, although work at other sites may occasionally be required.		
Liaison with other personnel:	The post holder reports to the Community Events Manager of Hertfordshire Students' Union but will work closely with other staff members, particularly the other members of the Community Events team and the wider SU team. The post holder will also work with students, our Elected Officers, School Community Organisers, a variety of contractors, university staff/departments and the local authority.		
Purpose:	This role would join the Community Events Team and support with day-to-day event logistics. With events ranging from social gatherings and cultural celebrations to academic and employability support sessions, the post holder would need to have an open mind and a strong willingness to immerse themselves in a diverse environment. Working closely with our thriving societies, the postholder would be very student facing and must balance multiple large scale projects at the same time.		

Herts SU

- Vision:** Our vision at Herts SU is to help students love life at Herts. The Community Events Team is a core part of our vision to help students enjoy their time on campus and make lasting friendships with their peers.
- Values:** We are a truly values-led organisation. As such, we're looking for someone who lives our everyday values of being Helpful, Empowering, Representative, Transparent and Student-Focused. We encourage our team to have fun at work whilst never losing sight of our vision.
- Service Excellence:** We go above and beyond for our students and each other – we're committed to providing excellent service across the board and we support each other to prioritise this every day.

Equality and Diversity Commitment

Hertfordshire Students' Union is committed to diversity and inclusion amongst its staff, reflecting the communities it serves. We welcome applications from Black, Asian and ethnic minority backgrounds, as they are underrepresented within the Union's professional staff team. We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation, or age.

Key role requirements:

This role offers an exciting opportunity for an enthusiastic and ambitious professional with a passion for event management to deliver (and support student groups to deliver) a range of events and activities, aimed at increasing engagement with our services, activities and values. Tasks include:

- Event planning, execution and feedback - including face to face and virtual activity
- Providing event templates, guides, risk assessments and generic event management advice for our student groups
- Coordinating a range of stakeholders, including students, staff, suppliers and contractors.

Main duties and responsibilities:

Support for Student-led Events

- Act as the first point of contact for student groups who are planning events, in particular, Societies, School Community Organisers, and Elected Officers.
- Feed into student group training with tailor made event management workshops. Ensure supporting documents are available online to help student societies to deliver high quality events.
- Collaborate with our student groups on the development of an annual series of culturally diverse and inclusive activities.
- Promote the Society Accreditation Scheme and encourage student group to achieve gold ranking.
- Work with student groups to develop their events and ensure events comply with health and safety regulations.
- Support student groups to use events and activities to grow their society memberships.
- Develop good working relationships with key stakeholders across the university to support the delivery of student-led events.
- Work closely with the Community Coordinator and Community Engagement Assistants to ensure clear communication from the Community Events Team.

Management of SU Events

- Work with the Community Events Team, Elected Officer Team and other departments to deliver a range of high-quality events aimed at increasing awareness of the Students' Union, our services and values.
- Produce risk assessments, full logistic plans, resource requirement plans, and on the day requirements for SU events.
- Play a key role in the organisation of our annual Freshers' and Refreshers' Week. This includes leading on the organisation of certain Freshers' Week events.
- Maintain event participation and engagement information for research purposes, including reaching out to students for consistent feedback and utilising this feedback to shape the events and events provision.
- Ensure efficient, effective, professional, and high-quality service delivery.
- Plan, promote and deliver an annual programme of trips and offsite activities for students to participate in.
- Support and coach a team of Student Staff to develop professionally while making events the best they can be.
- Work cross-departmentally within the Students' Union and the university to embrace being collaborative.
- Work collaboratively with the Schools of Study to boost awareness of Students' Union services and increase engagement.
- Assist with the Students' Union presence at University Open Days.
- Supervise and coordinate any external contractors related to events, ensuring all relevant documentation is received and permits to work issued where necessary.
- Occasionally support our Welcome Desk team in creating a positive and inviting first impression of the Students' Union
- Work with the University's Media and PR team and the Union's Marketing team to promote and share highlights from events
- As we have a large commuting student demographic, some tasks include planning, running, hosting and promoting events and activities away from campus.

General:

- Keep abreast of relevant national and local developments, changes in legislation, and good practice; attend conferences, training events and meetings, as necessary.
- Have a flexible approach to working hours and willingness to undertake any other reasonable duties which may be required.
- Support the Community Events Manager with the day-to-day management and running of our Welcome Desks.
- Always aspire to the highest standards of customer care and, in conjunction with other relevant Union staff, to identify and respond to customer needs.

- Always Respect the democratic structure of the Students' Union.
- Abide by Hertfordshire Students' Union Memorandum and Articles of Association, and Union Policies and Procedures at all times.
- Work flexibly and efficiently and to always promote a positive image of Hertfordshire Students' Union.
- Set high standards of integrity, punctuality, accuracy, politeness and professionalism by personal example.
- Be aware of the department's impact on the environment and to work within the environmental policies of the Union and the University (where applicable).

Supervision received

The post holder reports to the Community Events Manager but will work closely with other staff, Managers and Senior Managers and Elected Officers.

Supervision given

The post holder will have responsibility for student staff and occasionally student volunteers.

Responsibility for budgets

Although the post holder will not be responsible for any department budget, they will be assigned budgets for events they lead on and will be required to adhere to set figures as well as to show commitment to maintaining healthy accounts within the Events Department.

This document outlines the general duties required for the time being for the post of Community Events Coordinator. This is neither a comprehensive or exhaustive list and the duties may be varied from time to time and may be changed and be added to or deducted from. Any changes will not alter the general character of the job and/or level of seniority or responsibility, unless following on from discussion and agreement.

EVENTS COORDINATOR

PERSON SPECIFICATION

	How Assessed Application (A) Interview (I) Presentation (P)
Educated to Degree level or equivalent	A
Event management experience	I/A/P
Experience of project planning	I/A/P
Experience of working in successful partnerships with a range of stakeholders	I
Ability to give/receive feedback and action any suggestions for improvement	I/A
Highly literate and numerate	A/P
Computer literate	A,I
Excellent written and verbal communication skills, ability to communicate at all levels	A/I/P
Awareness of relevant Health and Safety legislation	I/A
Ability to create and maintain strong working relationships with a wider range of people including staff, students and external providers	I/P
Ability to overcome hurdles and problems in a constructive manner	I/P
Reliable, flexible and friendly	I/P
Outstanding customer service skills	I
Ability to work under pressure	I
Attention to detail	A/I/P
Able to work evenings and weekends as required	A/I
Self-motivated and self-reliant	I
Punctual and well organised	I
A good team player and pro-active with drive and enthusiasm	I
Facilitative of others' ideas and non-judgemental	I
Motivated and enthusiastic	I
Commitment to Equal Opportunities and understanding of its relevance to Students' Unions	I
Ability to work with a wide range of people from different backgrounds and cultures	I
Experience of managing staff or volunteers	I
Evidence of continuous commitment to career and personal development	I
Experience in a student-focused market	I/A
Appreciation of the culture and working arrangements within Students' Unions	I
Awareness of data protection and confidentiality	I
Able to edit website and strong technical knowledge	I
Full UK Driving Licence	A