

Events and Programmes Coordinator

JOB DESCRIPTION

Contract: Permanent, full-time.

Hours: 35 hours per week

Salary: £26,000 to £28,000 depending on experience, plus excellent benefits.

Location: Hybrid, with one day a week in our London office and working arrangements open to discussion.

Reports to: Executive Director

Purpose of the role

As the Events and Programmes Coordinator, you will be responsible for the operational delivery of UACES events and programmes. Working closely with the Executive Director and the Membership and Communications Officer, you will ensure that UACES events and programmes run smoothly and that delegates, members and partners receive an excellent experience.

This is a delivery-focused role. The Events and Programmes Coordinator works within agreed budgets and plans set by the Executive Director, taking ownership of administration, logistics and on-the-ground delivery across our annual conference, Graduate Forum conference, webinar series, awards programme, grants and stakeholder events.

Key duties and responsibilities

Events

- Coordinate the logistics of the UACES Annual Conference within plans agreed with the Executive Director, including managing the submission and delegate registration process, coordinating the onsite programme, liaising with venues and suppliers and supporting onsite delivery.
- Work with UACES Secretary and the Local Organising Committee to coordinate timelines, share information and support the smooth delivery of the Annual Conference.
- Coordinate the logistics of the UACES Graduate Forum Conference, working closely with the Membership and Communications Officer and the Graduate Forum Committee.
- Coordinate the delivery of the UACES webinar series, including liaising with speakers, managing registration and providing technical support.
- Act as a key point of contact for speakers, delegates and event attendees, ensuring all enquiries are answered professionally and promptly.
- Work within agreed event budgets, tracking expenditure and flagging variances to the Executive Director.

- Source and negotiate best value for money with venues, suppliers and contractors within parameters agreed with the Executive Director.
- Coordinate delegate feedback surveys after each event and prepare evaluation reports for the Executive Director and UACES Officers.
- Manage the administration and logistics for conference sponsors and exhibitors, including bookings, exhibition space, delegate passes and onsite arrangements.
- Support the planning and delivery of UACES stakeholder events, including managing invitations and RSVPs and coordinating catering and onsite arrangements.
- Work with the Membership and Communications Officer to ensure all events are promoted effectively and that event content on the UACES website and social media platforms is kept up to date.

Programmes

- Manage the administration of the UACES Awards programme, including the submission and judging process and liaison with judges and applicants.
- Manage the administration of the UACES Microgrants and PhD Scholarship programmes, including processing applications, coordinating the judging process and liaising with recipients.
- Support the delivery of Research Networks and other UACES programmes as required.
- Work with the Membership and Communications Officer to ensure that membership engagement in UACES Programmes remains strong via the annual communications plan.

Membership

- Support membership administration under the lead of the Membership and Communications Officer, including processing payments, chasing renewals and triaging general enquiries.

General

- Develop a working knowledge of the UACES CRM system to support membership administration under the lead of the Membership and Communications Officer, including updating member data, processing payments, chasing renewals and triaging member enquiries, and ensure all event and programme data is recorded accurately and in line with GDPR.
- Provide administrative support to the Executive Director and UACES Chair to support the delivery of the UACES Strategy and Operational Plan.
- Attend meetings, conferences, staff training and any other appropriate activities to actively contribute to UACES' overall work.
- To undertake other reasonable duties as required by the Executive Director.

Person Specification:

<u>Job Requirements</u>	Essential Criteria	Desirable Criteria	Assessment
Qualifications and training	Evidence of experience delivering events or programmes in a professional setting. Evidence of commitment to continued professional development.	Good working knowledge or relevant qualification in European Studies or related area.	CV
Experience	Demonstrable experience of organisational planning and providing excellent administrative services. Experience of working with suppliers and venues. Experience of working within budgets and tracking expenditure.	Experience of working in the membership, academic or charity sector. Experience of organising academic conferences, workshops or seminars	CV Presentation Interview
Knowledge	Working knowledge and practical experience of project management principles and techniques. Working knowledge and practical experience using a membership CRM system. Good working knowledge of GDPR regulations in relation to	Relevant project management qualification. Working knowledge of CiviCRM. Experience using event registration or conference management platforms.	CV Interview

	management of personal data. Excellent working knowledge of Microsoft 365 particularly Outlook, Excel and Teams.		
Skills and abilities	Excellent communication and customer service skills, both written and verbal, with a strong attention to detail. Ability to use own initiative to prioritise workload and conflicting deadlines. Ability to analyse and interpret data to inform tactical decision making. Ability to build effective working relationship with a range of internal and external stakeholders.	Experience of working with volunteer committees or academic communities	CV Presentation Interview
Additional requirements of the role	Ability to travel to events and meetings in the UK and Europe.		Interview

This job description is not exhaustive. It acts as a guide and may be amended to meet the changing needs of UACES after discussion with the post holder.

Salary and Benefits

- 28 days plus bank holidays plus three office closure days over the Christmas period.
- 35 hour working week (normally 09:00 – 17:00 including 1-hour unpaid lunch break).
- Contributory Pension Scheme – employee contribution is 5%, UACES will contribute 10% following probation.
- Private healthcare including cashback on dental and optical care.

- Professional development programme including regular 1-1s, appraisal and training plan.
- Family-friendly policies and procedures.
- Flexible working practices.
- Time off in lieu for UACES event attendance.

Contract

Full-time, permanent contract.

Candidates should have the right to work in the UK at the time of appointment.

Appointment is subject to receiving two satisfactory references and successfully completing a three-month probationary period.

Notice period: Three months upon successful completion of the probationary period.

Commitment to Equality, Diversity and Inclusion:

Equality, diversity, and inclusion (EDI) are core values at UACES, and all employees are expected to demonstrate their commitment to our EDI policy.

We are passionate about building and sustaining an inclusive and equitable environment for UACES members, committees, and staff. The UACES community strives to be one where people feel safe, where differences are accepted, where engagement is apparent and where all contributions are encouraged, valued and respected.

We particularly welcome applications from candidates that are underrepresented in the UK Higher Education sector.

We are committed to making reasonable adjustments to support you throughout the application and selection process, on commencement, or once in post. You can request support by contacting Kerry Cole, Executive Director at kcole@uaces.org.

Our EDI Officer is available for a confidential conversation with candidates with specific questions or concerns regarding our EDI policy.