

# PART 1: JOB DESCRIPTION

**JOB TITLE: Events Officer**

# DEPARTMENT: External Affairs

**TEAM: Internal Communications**

**LOCATION: Samaritans’ Central Office, Ewell, Surrey**

1. **POSITION IN ORGANISATION**

* Reports to: Head of Internal Communications
* Line manages: n/a
* Contacts within and outside the organisation: works directly with all Central Office departments. Has regular contact with senior colleagues including the Executive Leadership Team and volunteers including the Chair of Trustees and Chair of Regional Directors/Functional Leads. Is the main contact for a range of external conference venues.

1. **MAIN PURPOSE OF JOB**

Delivery of a high quality and cost-effective events management service. This includes event planning and logistics, event administration, coordination of marketing materials, and on-site management for a programme of volunteer and staff events, including Council of Samaritans.

1. **KEY RESPONSIBILITIES**

**Event planning & logistics**

* Produce comprehensive event plans and project timelines for key events and conferences (some with up to 300+ attendees)
* Develop an event briefing process to ensure that all event requirements are identified
* Carry out venue searches and site visits to produce appropriate and cost-effective recommendations for each event
* Research and commission suppliers for any additional services required, such as AV support, catering, transport, photography or printing, and source equipment or stationery as necessary
* Arrange contracts with the venue and other suppliers, and take responsibility for making sure that any other legal, insurance or health and safety obligations are met
* Liaise with the venue in the lead-up to an event regarding delegate numbers, accommodation, dietary requirements, AV requirements etc
* Coordinate and lead the planning and project group meetings for Council of Samaritans, keeping key stakeholders updated on progress and next steps.

**Event administration & marketing**

* Set up a delegate registration form on SurveyMonkey (or similar platform) for key events, that provides clear and concise information about the event and captures key information from delegates
* Work with Internal Communications team colleagues to make sure attendees are informed about the event, and manage any ongoing communication with/ queries from volunteers or staff
* Assist in the preparation of agendas, delegate packs, slides, handouts, posters and event papers, working with the in-house design team and sourcing external suppliers and printers as required
* Make sure there is clear and up to date information about upcoming events on the intranet and in key internal communications
* Manage the event budget for Council of Samaritans (up to £90K) including the payment of invoices and recording/ processing of volunteer and staff expenses, as well as other event budgets as needed
* Conduct debrief sessions and/ or conduct feedback surveys after each event, to identify areas for future improvement, and produce an evaluation for key events including Council of Samaritans.

**Event management**

* Manage key Samaritans externally hosted events, which can be attended by up to 300 delegates (many of these are multi-day events that take place at weekends, flexi-time is available for out of hours working)
* Manage programme of all staff meetings and Central Office visits for volunteers, as well as other office-based events to support specific projects and campaigns
* Lead the on-site management of events including briefing and delegating tasks to Samaritans staff, liaising with venue staff, meeting and greeting speakers and facilitators, overseeing the event set up, room layout, event signage, catering, marketplace exhibitors, audio visual set-up and event registration desk
* Handle queries and troubleshoot issues on the day/ weekend of the event to make sure that it runs smoothly, taking mitigating actions where necessary
* Manage the shut down of events and clearing of the venue, including the removal or dismantling of materials and equipment, exhibition stands etc

# Supporting the wider Internal Communications team

# Perform general duties, if required, to assist the Internal Communications team

* Act as a guardian for the Samaritans brand and champion it whenever and wherever possible.

# General duties of a Samaritans’ staff member

* Contribute to the effective and efficient running of Central Office
* Participate, as appropriate, in staff forums and meetings
* Adhere to Samaritans’ policies and procedures
* Represent Central Office appropriately within the organisation and represent Samaritans appropriately to the wider community
* Treat all colleagues, volunteers and members of the public with dignity and work within and adhere to Samaritans’ equal opportunities statement and policies
* Carry out reasonable requests made within the broad remit of the role.

**PART 2: PERSON SPECIFICATION**

1. **SKILLS, KNOWLEDGE AND EXPERIENCE**

**Essential**

* Experience of planning, managing and delivering a rolling programme of large-scale events
* Strong project management skills and demonstrable budget management experience
* Experience of negotiating contracts and an understanding of the insurance, legal, health and safety obligations relevant to events management
* A confident communicator and networker with good written and verbal communication skills
* Proven ability to work in a fast-paced environment, working on multiple events concurrently
* Calm, well-organised and able to manage and prioritise own workload to meet deadlines
* Ability to work independently and use own initiative to solve problems on the spot when needed
* Ability to build and maintain positive relationships with staff, volunteers & suppliers at all levels
* Experience of commissioning and managing external suppliers, working within clear timelines and delivering cost-effective events within budget
* IT literate and fully conversant with all basic Microsoft packages

**Desirable**

* Previous experience of working for a charity or not for profit organisation and/or with volunteers would be an advantage

1. **QUALIFICATIONS**

* Educated to degree level or equivalent in an events management, communications or marketing discipline is preferable, but equivalent experience will be considered.

1. **PERSONAL ATTRIBUTES**

* Able to deal with people in a diplomatic and sensitive manner
* Emotionally resilient and able to work with sensitive subject material
* Empathises with Samaritans’ values
* Flexible approach to scope of work, able to pitch in and support the team when required
* Willing and able to undertake occasional out of hours working and travel when required, including weekends and occasional overnight stays.

Signed by employee:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: ­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**LAST UPDATED: March 2019**