

AUDE Events and Projects Officer

Job Description

Between 0.8 FTE and full time

We are...

AUDE promotes excellence in the strategic planning, management, operation and development of Higher Education (HE) estates and facilities. AUDE offers membership to publicly funded UK higher education bodies whose primary remit is higher education teaching and/or research. We also provide membership to international universities, alternative providers of education and commercial business partners. AUDE is a not-for-profit organisation. Any funds generated through the activities of the Association are used to fulfil its objectives and mission.

We are looking for...

An Events and Projects Officer to join our small team and perform a crucial business support role. We are looking for candidates who can work anywhere between 0.8 fte and full-time.

The successful candidate will become an essential part of the AUDE team, supporting other team members with event administration and various projects. Working closely with colleagues, you'll need to work efficiently and with attention to detail, display excellent customer service skills, and relate well to members. You will help organise and run events, manage the database and update the website, and undertake other support tasks as required. We encourage candidates who wish to grow in the role, and who will be willing to take on more responsibility as skills are demonstrated.

The post-holder reports to the AUDE Executive Director and has no line management responsibilities. This role will be based in Loughborough with the option of flexible working and include frequent UK travel and occasional overnight stays.

You need to be...

Able to support the association to **organise conferences, events and meetings** and **communicate effectively** with delegates and speakers.

Because you will need to...

- Support member-focused events on a national scale, working closely with the Events Manager and the Project Manager
- Arrange meeting dates and venues and liaise with attendees and speakers
- Attend scheduled events and meetings and deal with enquiries, to ensure they run smoothly
- Add the events to our website, making sure the website holds accurate event and meeting information
- Send joining instructions and other event communications to delegates and speakers
- Support the Communication Officer with marketing, social media activity and reporting
- Organise travel bookings and accommodation for staff and others

Someone with **first-class organisational skills**, a great knowledge of **office IT software** to support staff with the **delivery of key projects**.

Because you will need to...

- Display excellent organisational skills in leading on projects or partnering in others, prioritising tasks, and meeting deadlines
- Help manage our member database, and keep it accurate
- Run reports on member data and be pro-active in using them to improve the service we provide
- Be confident to work independently, using your initiative to organise and plan your own workload, yet knowing when to seek advice
- Have a sound knowledge of, and be able to implement and maintain, efficient office systems and procedures

A friendly ‘people person’ who can use their **excellent communication and customer-service skills** to provide a great service to members.

Because you will need to...

- Use your first-class communication skills - both written and verbal – to assist members and to build effective relationships and networks
- Write clear, concise, correct English requiring little editorial input
- Provide information and guidance to members and enquirers by telephone and email
- Be a problem solver, with attention to detail

A great **team player** who is happy working in a **small team** and willing to share ideas.

Because you will need to...

- Be able to work in a busy team environment, with different colleagues on different days
- Sometimes work outside normal office hours when organising or attending conferences/events
- Be positive, persuasive, and diplomatic, with the assertiveness and tact to confront under-performance in project participants in a constructive manner
- Undertake any other duties as directed by the Executive Director, and support colleagues across the PHES organisations as required
- Commit to always observing the organisation’s Equal Opportunities Policy

You might also have...

- Experience of working in a membership organisation
- Knowledge of the UK higher education sector
- Experience of working in an estates/facilities field
- Experience using content management systems
- Been educated to degree level or equivalent

We will offer...

- A 0.8 fte to full-time post based at our offices in Loughborough, with the option of flexible working
- A competitive annual salary at **Grade 5 £22,847 - £28,756 pro rata** dependent on qualifications/experience
- A defined contribution pension scheme with **7.5% employee and 16% employer** contribution rates, together with life insurance
- **30 days’ holiday** pro rata, plus bank holidays and discretionary days’ office closure
- Support for **CPD** and appropriate training
- This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed