

Job description

Job Title	Event Administrator
Division	Community and Professional Development
Tier	Wider Team
Reports to	Head of Events
Direct reports and team	n/a
Overall purpose of the role	To provide efficient and timely administrative support across all SfE Group events
Key accountabilities	Supports the events team on all aspects of running SfE Group events pre-event, onsite, and post-event
Date	April 2025

Responsibilities

Key responsibilities		% of time
Events	<ul style="list-style-type: none"> Assists in registration support by helping to register delegates, speakers, staff, officers, and exhibitors at all SfE group events. Attends conferences to assist with registration. Prepares and distributes event material including agendas, name badges, and handouts. Provides administrative support for committee meetings. Assists the events team with various projects and tasks and provides general event support. Mailbox Management: Assists with the management of event-related emails to include monitoring email boxes Assists with managing event telephone hotlines. Support in handling of delegate payments received. 	80%
Customer/stakeholder support	<ul style="list-style-type: none"> Handles all enquiries from delegates, speakers, staff, officers, exhibitors and suppliers in a professional manner Communicates with internal and external clients as needed, delivering an exceptional level of customer service Collaborates and communicates effectively with team members and other SfE Group colleagues. 	20%

Person specification

Technical skills	<ul style="list-style-type: none"> • Proven administration, organisation and multi-tasking skills • Excellent attention to detail • Demonstrates good interpersonal skills, in terms of dealing with clients, staff and suppliers • Demonstrates good working knowledge of Microsoft Office • A good level of numeracy and literacy
Experience	<ul style="list-style-type: none"> • Proven experience of working in a customer service role • Demonstrates knowledge and experience of using a range of databases
Behavioural competencies	<ul style="list-style-type: none"> • Effective team player, but also self-reliant • Can-do attitude • Strong customer focus • Ability and willingness to travel as required • Networking: building and maintaining professional relationships within the relevant communities of stakeholders. • Resilience: able to work under pressure and remain professional at all times. • Collaboration: working effectively across all levels of staff within the organisation and all other stakeholders. • Cultural competence: respecting and valuing diversity. <p>Demonstrates strong self-awareness of own abilities and development needs, and proactively seeks out learning opportunities, both internally and externally, to ensure that these are met.</p>
Other relevant requirements	<ul style="list-style-type: none"> • Valid Passport Holder • Driving license useful but not mandatory