

**UNISON**  
**SYSTEMS MANAGEMENT SECTION**  
**EVENTS & MARKETING ADMINISTRATOR**  
**REF: ORD/133**

**OVERALL SUMMARY & JOB BRIEF**

The role of the Events & Marketing Administrator is primarily to manage and develop the meeting room and events management service for UNISON's internal and external clients – this includes co-ordination of room bookings, hospitality and events services. The postholder will manage all aspects of the events management administrative process including being responsible for raising quotations and invoices

The post directs and supervises the day to day activities of the Front of House staff team which comprises two Receptionist / Meeting Co-ordinators and one Security Supervisor (Grade 8). In the absence of the Security Supervisor, this post will be expected to supervise and manage the three security staff, and will need to cover the reception staff from time to time.

The post is part of the UNISON Facilities Management team, and as well as taking the lead in managing and developing the events service, will also support the facilities helpdesk; directing site based staff and visiting contractors e.g. engineers, building maintenance, catering and cleaning contractors as required.

The postholder will carry out health and safety processes including regular health and safety inspections and risk assessments; support fire evacuation drills and manage visitor personal evacuation plans.

There is also a range of facilities based administrative activities and systems which need to be kept up to date.

There is a requirement to work flexibly on occasions to direct and supervise proceedings at occasional evening and weekend events.

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**GRADE:** 6

**HOURS:** 35 per week

**JOB TITLE:** Events & Marketing Supervisor

**REPORTS TO:** National Office Facilities Manager

**JOB DESCRIPTION**

1. To supervise and prioritise the work of two Receptionist / Meeting Co-ordinators (Grade8) and Security Supervisor (Grade 8).
2. To co-ordinate the room bookings, hospitality and events services function for the building.
3. To develop the marketing of the meeting accommodation and increase the revenue stream.
4. Cost re-charging and invoicing of organisations which use building for events and meetings
5. Budget and financial monitoring
6. Provide a Facilities Helpdesk function, book-in contractors and log and monitor activities to satisfactory completion
7. Instruct both site-based and visiting contractors on engineering and building works required
8. To carry out Health and Safety inspections, visitor inductions, manage visitors personal evacuation plans. and implement pre-event work method statements.
9. Issue purchase orders and check and validate invoices in line with contract terms
10. To purchase small items up to £2,500 using UNISON purchasing card and verify work completed satisfactorily
11. To develop and manage facilities administration systems

12. To ensure adequacy and renewal of operating licences e.g. alcohol, music and performance licences
13. To liaise with staff on all matters relating to the Facilities helpdesk including scheduling of weekend works, production of regular advice bulletins of works pending and projects



<b>2. Interpersonal and Communication</b>	<ul style="list-style-type: none"> <li>• Ability to and experience in effectively supervising and developing staff to include receptionists and security supervisor</li> <li>• Ability to deal with customer requirements</li> <li>• Ability to provide Health and Safety and building process inductions for visitors, staff and all contractors</li> <li>• Ability to and knowledge of evaluating building user needs</li> <li>• Ability to use information and communications technology especially Microsoft Office suite, SharePoint, PDF writers</li> <li>• Ability to and experience in dealing with, and responding to complaints</li> <li>• Ability to communicate effectively in writing and verbally</li> </ul>	<p>A PI</p> <p>A PI</p> <p>A PI</p> <p>A PI</p> <p>A PI</p> <p>A PI</p> <p>A PI</p>
<b>3. Initiative and Independence</b>	<ul style="list-style-type: none"> <li>• Ability to manage and prioritise work under pressure</li> <li>• Ability to coordinate teams of staff and contractors supporting events, directing them to meet requirements</li> <li>• Ability to instruct agents and building support services to respond to priority issues</li> </ul>	<p>A PI</p> <p>A PI</p> <p>A PI</p>
<b>4. Staff Management</b>	<ul style="list-style-type: none"> <li>• Ability to direct, manage and develop staff and monitor and review performance</li> </ul>	<p>A PI</p>
<b>5. Resource Management</b>	<ul style="list-style-type: none"> <li>• Ability to order work up to £2,500 without higher authorisation</li> <li>• Ability to prepare quotations for externally booked events, agree price and invoice third parties for services provided</li> </ul>	<p>A PI</p> <p>A PI</p>
<b>6. Physical Skills</b> <i>(with DDA modification where necessary)</i>	<ul style="list-style-type: none"> <li>• Keyboard skills</li> <li>• Some lifting and moving of light equipment</li> </ul>	<p>A PI</p> <p>A PI</p>
<b>7. General Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of the requirements of the needs of people with disabilities</li> <li>• Knowledge and experience of health and safety good practice and legislation</li> <li>• Knowledge of ICT packages including Microsoft Office suite.</li> <li>• Commitment to and understanding of equal opportunities.</li> </ul>	<p>A PI</p> <p>A PI</p> <p>A PI</p> <p>A PI</p>

	<ul style="list-style-type: none"><li>• Commitment to and understanding of UNISON's aims and values and the trade union movement.</li></ul>	<b>A PI</b>
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## **OTHER INFORMATION**

Please submit **three** copies of your completed application form.

Completed application forms should be returned to Mary Toussaint, SMS, UNISON, 130 Euston Road, London, NW1 2AY quoting **ref: ORD/133** by no later than **Friday 15 April 2016**.

Interviews for this position will be held on 4 May 2016.