

**UNISON
EVENTS TEAM
EVENTS ASSISTANT**

JOB DESCRIPTION

JOB TITLE: Events Assistant
LOCATION: UNISON Centre
GRADE: Grade 10
REPORTS TO: Events and Marketing Supervisor, who in turn reports the Head of Conferences, Events and Project Support

OVERALL SUMMARY

The role of the Events Assistant is to provide a high level of customer service to all users (including NEC and Lay members, staff and external clients) of the meeting / event spaces within UNISON Centre. The post holder is required to coordinate the day-to-day activities of the meeting facilities, manage meeting / events end-to-end (from booking to event delivery and close) whilst ensuring all activities comply with good health and safety practice.

Key Tasks and Responsibilities

- To ensure all meeting room requests are booked on the appropriate UNISON IT system
- Prepare meeting rooms taking into account manual handling practices are adhered to
- To co-ordinate all matters associated with the meeting room usage.
- To support Events on site when required during contracted hours.
- To work flexibly to ensure smooth delivery of meetings / events within UNISON Centre including assisting with events out of normal working hours.
- To be a 'super user' of Condeco or other room booking system used by the Events Team and assist UNISON colleagues wishing to book events services at UNISON Centre.
- Ensure good health and safety practices are followed
- Undertake appropriate health and safety training
- Undertake risk assessments as necessary
- Liaise with IT and AV providers
- Liaise with caterers
- Liaise with external suppliers
- Liaise with external potential clients, including performing walk arounds of event / meeting spaces in UNISON Centre
- Prepare invoices
- Maintain administrative records and deal with correspondence
- Undertake any duties as directed by the Events and Marketing Supervisor / Head of Conferences, Events and Project Support.

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PERSON SPECIFICATION

UNISON is an equal opportunities employer, committed to providing equal opportunities regardless of race, marital status, gender, sexuality, disablement or age. This Person Specification is designed to help members of Interviewing Panels judge the qualities of interviewees in a systematic and consistent way and in accordance with UNISON's equal opportunity policy. It is given to all job applicants for information.

Assessment code

A – Application form | PI – Panel interview

Heading	Selection criteria	Assessment
1. Knowledge	<ul style="list-style-type: none"> • Commitment to and understanding of equal opportunities. • Commitment to and understanding of UNISON's aims and values and the trade union movement. • Knowledge of meeting accommodation user requirements • Knowledge and experience of health and safety good practice and legislation • Knowledge of ICT packages including Microsoft Office suite. • Comprehensive knowledge of meeting room layouts • Good general knowledge of event planning and management. • Ability to co-ordinate and implement administrative services and systems; 	<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>PI</p> <p>A PI</p>
2. Thinking	<ul style="list-style-type: none"> • Ability to prepare multi-service quotations and invoice events clients. • Ability to compile financial information • Ability to operate and maintain accurate record and information systems • Knowledge of the requirements of the needs of people with disabilities 	<p>A PI</p> <p>A PI</p> <p>A PI</p> <p>A PI</p>
3. Interpersonal and Communication	<ul style="list-style-type: none"> • Ability to communicate effectively in writing and verbally • Ability to deal with difficult person to person situations • Confident in dealing with external suppliers and events customers. 	<p>A PI</p> <p>A PI</p> <p>A PI</p>

Heading	Selection criteria	Assessment
	<ul style="list-style-type: none"> • Good relationship with colleagues at all levels in UNISON. 	A
4. Initiative and Independence	<ul style="list-style-type: none"> • Ability to coordinate service delivery • Proactive in seeking information to keep records current (from colleagues and suppliers). • Understanding of when to make a decision or convey information, and when to escalate to a manager. • Ability to identify new ideas for service improvement. 	A PI A PI A PI A
5. Staff Management	<ul style="list-style-type: none"> • No Staff Management Responsibilities 	
6. Resource Management	<ul style="list-style-type: none"> • Ability to organise and prioritise work • Ability to compile financial information and prepare invoicing for events services charges. • Ability to order products and receive deliveries. 	A PI A PI A
6. Physical Skills <i>(with DDA modification where necessary)</i>	<ul style="list-style-type: none"> • Keyboard skills • Very mobile throughout the day. 	A PI
7. Emotional Skills	<ul style="list-style-type: none"> • Dealing with difficult / irate clients 	A PI
8. Mental Effort	<ul style="list-style-type: none"> • Dealing with conflicting priorities • Dealing with emergency issues during meetings 	A PI