

Events Coordinator Job Description

Job Title:	Events Coordinator
Job Location:	Office based- Birmingham with flexible working from home
Responsible To:	Events Manager
Hours:	36 Hours per week over a five-day week <i>(job share or part time may be considered)</i>
Remuneration:	£28,788 Band 2a

Job purpose

Provide pro-active, high quality administration support for British Dietetic Association events across the association, with a focus on the delivery of service level agreements with the BDA specialist groups. To provide support to the Events Manager in the delivery of core BDA events which may include pre-event administration, registration services, speaker liaison, venue liaison, on-site assistance, production of event materials (digital and print).

Job context

This post reflects the importance to the organisation of delivering high quality events being run by the BDA, both in person, online and hybrid. The post holder will co-ordinate this activity with strong, administration skills, with an emphasis on quality and building confidence with our specialist groups and branches. As well as strong event co-ordination skills, the post holder will also need the ability to build strong relationships with our valued volunteers.

Key areas of responsibility

Operations

- End to end event coordination of allocated BDA events, including online webinars/study days, in person conferences and hybrid meetings.
- Following BDA processes to provide quality event administration services from start to finish in liaison with the Events Manager or other relevant staff.
- Maintain and update the public events/courses listings and content changes via an event management platform.
- Collating information from BDA volunteers and staff to set up a range of promotional mailers, evaluation forms, survey responses attendee certificates and assets (programmes, web pages).
- Support the delivery of events in person and online/hybrid, using a variety of online platforms.
- Attend events / courses as required either online or in person.
- Collate and edit recordings and upload to the BDA website in a timely way.
- Provide administration support to the Events Manager in the delivery of core events or external events including the setting up of online systems at the beginning of events
- Liaise with the Events Manager with regards to the use of any necessary software, ensuring effective use and high-quality user experience.
- Collating information on delegate numbers and sponsors to provide written reports to volunteer committees and the Event Manager so they can monitor progress.

Marketing and promotion

- Ensure internal and external communications with delegates, team members and event partners are timely, relevant and of a high quality.
- Promote events/courses using a variety of communications platforms including direct mail, print and digital.

Other

- To cover for the BDA Courses team administrators in the event of team sickness or other absence on the day of a BDA course taking place.
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- To undertake any other duties as may be required from time to time be required including travelling to events and occasional evening or weekend work where the role requires this.
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- To comply with all relevant BDA policies and procedures, including Health & Safety, Data security and attendance.

Role Dimensions**People**

- Maintain excellent working relationships with other staff, members and external contacts.
- Provide an efficient level of support to the Events Manager

Customer Service

- Provide high quality customer service to delegates, team members and event partners. Provide information and respond to members directly, as appropriate.

Data

- Personal and financial data relating to events bookings

Contract Delivery

- Specialist Group or Branch event service level agreement delivery

Knowledge, Skills and Experience		
	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Previous Events and or training experience gained in a similar role • High standard of spoken and written English. • Knowledge of using online events management systems • Knowledge of using templates in digital platforms e.g. Dot Digital, Survey Monkey, Canva • Experience of working with committees on event design and delivery 	<ul style="list-style-type: none"> • Qualification in events management • Knowledge & interest of current health, food and nutrition topics • An understanding of a membership organisation
Skills	<ul style="list-style-type: none"> • Excellent verbal and written communication skills • Good attention to detail • Ability to prioritise and manage busy workload • Must be able to meet deadlines consistently and work well under pressure • Ability to work well within a team and wider setting, independently and with minimum supervision • Good IT skills - e.g. use of Microsoft Office and Calendar. • Ability to show initiative, creativity and innovation • Ability to perform consistently in line with the BDA values. 	<ul style="list-style-type: none"> • Development of online training content or designing webpages, web tools, etc
Experience	<ul style="list-style-type: none"> • Willingness to work outside office hours to complete urgent tasks or attend events. • Experience of using online platforms e.g., Zoom, GoTo webinar, MS Teams or equivalent. 	<ul style="list-style-type: none"> • Commitment to one's own professional development • Experience of using online learning management systems e.g. Moodle

Where a level of experience is indicated, this is a guideline only and represents the amount of time we would usually expect a candidate to accumulate the requisite level of experience. This does not preclude applications from candidates with more or less experience.

Changes to scope:

This is a description of the job as it is presently constituted. It is the practice of the British Dietetic Association to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with you.

This job description is supported by annual objectives and performance standards to provide an indication of the level of performance expected from the role.

To apply please send your [CV and a covering letter to Jo Lewis](#) by the end of 30 October 2024. Interviews will be held on 17 November 2024.