

Events Officer

Department:	Communications, Marketing and Recruitment
Grade/ Salary:	Grade 6, £38,555 - £41,688
Contract Type:	Permanent
Hours:	35 hours per week (Full time)
Location:	New Cross, London

Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

As a college we are working to tackle inequality in all its forms and are working to promote equality on grounds of race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibilities. We are keen to attract candidates from diverse backgrounds who share our commitment to creating an inclusive culture in which all students and staff can thrive.

Information for candidates with disabilities can be found on our [Disability & Individual needs](#) page. We are happy to supply information in alternative formats for disabled applicants. Please contact hr-recruitment@gold.ac.uk to make your request.



Communications, Marketing and Recruitment Department

The Communications, Marketing and Recruitment (CMR) department plays a central role in telling the Goldsmiths story to our key audiences. Our CMR Strategy is aligned to four institutional objectives (a distinctive academic portfolio and approach to teaching and learning; research engaged in real world problems; promoting Goldsmiths as a cultural hub; and preparing students for the future job market).

The department covers internal communications, media relations, strategic communications, brand and design, digital (website, video and social media), marketing, business partnering, and UK and International recruitment. Colleagues are encouraged to be ambitious, committed to the learning and development of themselves and others, keen to work across conventional boundaries, and driven by the desire to play their part in the delivery of an excellent student, colleague and external audience experience.

This role sits within the Marketing and Events section of the department and includes the following areas of delivery: marketing, advertising, design, video production, business partnering, open days, and graduation ceremonies.

Job description

Reporting to: Events Manager

Summary:

We are seeking an individual with strong organisational skills and excellent attention to detail, to join the team as an Events Officer. The role will assist on the management and delivery of event content and logistics for Goldsmiths extensive schedule of events covering student recruitment, conversion, campus tours and graduation presentation ceremonies.

In this role, the postholder will be expected to support the production of event materials, maintain accurate booking and attendance data, manage a demanding email mailbox and deliver high levels of customer service to event attendees and Goldsmiths staff. The postholder will ensure accurate data records are kept and that all records are managed

as per the Goldsmiths' records management policies. Weekend and out of hours working will be a regular requirement of the post holder.

Main duties:

- Work with internal stakeholders in the planning and delivery of the planned activity with colleagues from academic and professional services departments;
- To liaise with external stakeholders and suppliers in the delivery of planned activities where necessary;
- Working with the Events Manager in coordinate all aspects of the arrangements for the College-wide recruitment events which cover undergraduate and postgraduate students for Applicant Days, Campus Tours and Open Days;
- To coordinate the student ambassador led weekly campus tour activities;
- Handling queries and troubleshooting on the day of the event to ensure that all runs well;
- Overseeing the removal and dismantling of the event equipment;
- Maintaining stock levels in the events storeroom;
- To provide an excellent customer experience in all interactions with particular attention to event target audiences;
- To provide general administrative support where possible to the Events Manager;

General duties

- To represent Goldsmiths at events run by the department. This will require working weekend and evening events.
- To assist the work of the wider CMR Directorate and Marketing and Events team
- You will be required to undertake any other duties as may reasonably be required
- Ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity
- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy

Person Specification

Detailed below are the types of qualifications, experience, skills, and knowledge which are required of the post holder. Selection will be made upon evidence of best fit with these criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application, you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

- | | |
|-----------------------------|-------------------------|
| A = Application form | C = Certificate |
| I = Interview | R = Reference |
| T = Test | P = Presentation |

	Category
Essential Criteria 1 - Qualifications	
A bachelors degree or equivalent	C
Essential Criteria 2 - Experience	
Exceptional organisational skills with experience of effectively managing large-scale event	A, I
Proven track record in planning events and managing the on-the-day logistics	A, I
A high level of attention to detail	T
Desirable Criteria 2 - Experience	
Experience delivering Student Recruitment Events	A, I
Experience delivering Graduation Ceremonies	A, I
Essential Criteria 3 – Knowledge	
Knowledge of the student journey within Higher Education	A
Desirable Criteria 3 - Knowledge	
Knowledge of the student decision making process within Higher Education	A
Essential Criteria 4 - Skills	
Ability to manage multiple projects with competing deadlines	A, I

High level of analytical skills and a competent user of Microsoft Word and Excel	A, I, T
A commitment to professionalism and the delivery of high service and client satisfaction levels, both internally and externally	A,I
Excellent interpersonal skills	A, I
Excellent organisation and planning skills	A, I
Excellent communication skills including written and oral skills	A, I
A high level of attention to detail	A, I
Desirable Criteria 4 - Skills	
First aid training	A
Use of a CRM system or event management platform	A,I

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on or before the first day of appointment.

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Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with comprehensive and innovative staff development and wellbeing programmes.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme, dependent upon grade
- Maternity, paternity, shared parental leave and adoption leave and pay
- Contractual sick pay provision
- Access to an Employee Assistance Programme, offering 24/7/365 confidential and free advice, support, and information service on a range of personal, family, or work-related matters.
- Free eye tests
- Cycle to work scheme
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#)
- Access to University of London facilities such as [Senate House Library](#)
- Membership of Staff Diversity Networks: (Dis)Ability, Goldsmiths Race Equality Group, LGBTQ+, Menopause, Parents and Carers, Women at Goldsmiths. (Staff are also encouraged to join networks as Allies should they wish to do so rather than as members)

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about

Thank you for your interest in working with us, we wish you all the best with your application.