



Candidate Information

Position:	Events and Conferencing Assistant
School/Department:	School of Pharmacy
Reference:	19/108033
Closing Date:	Wednesday 29 January 2020
Salary:	£18,342- £21,236 per annum
Anticipated Interview Date:	Monday 10 February 2020
Duration:	Available for 12 months

JOB PURPOSE:

As part of the NICPLD team, the post holder will assist the Associate Postgraduate Pharmacy Dean to ensure the successful delivery of a range of core events, such as workshops, Observed Structured Clinical Examinations (OSCEs) and assessments, in addition to assisting with the management and organisation of the postgraduate pharmacy programme.

This post involves setting up of events and will include carrying of workshop equipment and resources to facilitate workshop set up.

MAJOR DUTIES:

1. Under the direction of the Associate Postgraduate Pharmacy Dean, providing a pro-active service to support the operational delivery of live education programme.
2. Ensure that all rooms are set up appropriately for each event, liaising with programme venues and course tutors to ensure all requirements such as setup, catering and AV requirements are fulfilled.
3. Assist the Associate Postgraduate Pharmacy Dean in the promotion, delivery and administration of a the live NICPLD programme.
4. Respond quickly and efficiently to any event queries, unplanned incidents, problems or complaints which may arise over the course of an event, dealing with issues in a professional and courteous manner and analysing delegate feedback to improve service delivery.
5. Manage and store all data appropriately and in keeping with agreed University policies and standards, ensuring that all communication with delegates and course tutors is of the highest standard.
6. Use systems and procedures which ensure all relative legislation is being adhered to particularly in relation to Health and Safety, Data Protection, and any other agreed University procedures which are relevant to the business.
7. Use and maintain audiovisual equipment, video conferencing facilities and display stands to ensure they are in working order for use at events.
8. Assist with the marketing of conferences and events at NICPLD through the use of social media, targeted online campaigns and other digital activity.
9. Work effectively with colleagues to ensure a harmonious working environment where all staff are treated with respect and all activity is client focused.
10. Carry out any other duties which are appropriate to the post as may be reasonably requested by Supervisor.

Planning and Organising:

1. Prioritise, plan and organise own work within set parameters to ensure operational efficiency.
2. Refer to more senior colleagues for prioritising and scheduling of non-standard work.
3. Organise appropriate room set-up and audio-visual requirements for on-site and off-site events.

Resource Management Responsibilities:

1. Ensure that all administrative aspects of the live programmes are up-to-date, thus ensure that client accounts are accurate and processed in a timely manner.

2. Ensure that all audio-visual equipment in meeting rooms are fully operational and report any problems to the appropriate individual.
3. Liaise with Regional Tutors to ensure timely delivery and retrieval of audiovisual equipment and course material.
4. Liaise with colleagues in wider internal education programmes to ensure all event requirements are met.

Internal and External Relationships:

1. Daily contact with the Associate Postgraduate Pharmacy Dean, work colleagues and NIMDTA staff.
2. Liaison with other Postgraduate Centres, professional bodies and outside organisations on events-related issues.
3. Meeting and greet tutors and participants arriving to workshops, thereby maintaining the positive and professional image of NICPLD.
4. Develop and maintain professional working relationships within the NICPLD team and wider NIMDTA team.

ESSENTIAL CRITERIA:

1. A minimum of 5 GCSEs at Grade C or above to include English Language and Mathematics or NVQ Level 2 Administration (or equivalent).
2. Minimum 2 years' relevant experience working directly with clients in an events environment.
3. Experience of handling face-to-face, telephone and external enquiries in a confident and professional and friendly manner.
4. Evidence of being client focused and of having provided excellent customer service in a relevant environment.
5. Experience using a wide range of IT systems including databases, PowerPoint, e-mail and internet.
6. Evidence of excellent attention to detail when working with significant volumes of information and handling client enquiries.
7. Excellent oral and written communication skills.
8. Ability to record, store and retrieve information.
9. Ability to use own initiative to deal with problems as they arise.
10. Ability to work as part of a team.
11. Ability to make decisions and to plan and prioritise within remit of post.
12. Organised, methodical approach to work.
13. Good personal presentation in keeping with a business environment and a client-facing role.
14. Flexible, willing to adapt to new tasks and duties.
15. Willingness to work outside of the standard working day/week, as required.
16. Willingness to travel to other workshop venues outside the Greater Belfast area, as required.
17. Access to transport or ability to meet the mobility requirements of the post.

DESIRABLE CRITERIA:

1. Experience of using a specialist IT system in day to day work.