



The
University
Of
Sheffield.

About
The
Job.

**Management School
Faculty of Social Sciences**

**External relations
Events Officer**

Pursue the extraordinary

Overview

The Faculty of Social Sciences is a large and diverse grouping of thirteen departments, including 'classical' social science departments, but also several other major subject areas, some of which are distinctive to Sheffield. This rich and exciting disciplinary mix, encompassing both world-leading academic research and education and also a strong practitioner focus in particular areas, uniquely positions the faculty among Sheffield's peer institutions.

About the Department

Sheffield University Management School, the Faculty of Social Sciences' largest department, has achieved accreditation from the three largest and most influential business school associations: AACSB, AMBA and EQUIS.

The Management School operates within a University and Faculty with a world-class research reputation and ambition. As such, the School has cutting-edge research at the heart of its activities and as the base of its strategic focus. Our vision is to use this research base to be recognised as a leading international management school known for delivering an outstanding student experience and impactful socially-responsible research in a collegiate learning environment. We are proud to deliver intellectually rigorous cutting-edge research, and excellent teaching and learning in a stimulating, innovative environment. Through the distinctiveness of our graduates, excellence of our staff, and network of international partners, we seek to inform the practice of management, and to make a difference to our global community.

The mission of Sheffield University Management School is to develop knowledgeable and employable students, promote socially-responsible work practices and have a positive impact on organisations and society throughout the world. We sustain a research-intensive environment that creates, advances and disseminates knowledge with respect to management inquiry, for the benefit of students, private and public sector organisations and society in general. Our relocation to a fully refurbished building in June 2013 provides modern facilities in which to achieve our ambitions. We currently employ over 80 academic staff of whom 17 are professors. Academic staff are supported by a comprehensive team of professional administrative staff.

Job Role

We are looking to appoint a professional and organised individual to join the School's External Relations and Alumni team. Reporting to the External Relations and Alumni Manager and working as part of the team, you will be responsible for the planning, organising and delivery of specific School events. Although based in the External Relations and Alumni team, this will be a cross-cutting role and you will be expected to work closely with colleagues across a number of key teams including: learning and teaching; academic research and Post Graduate Research (PGR) student support; external relations; student employability; student recruitment and admissions and accreditation.

You will have excellent customer service and interpersonal skills, IT skills, and organisation skills.

Our website offers more information about all aspects of the School's activity. Please see www.sheffield.ac.uk/management for more details.

Job Description

Main Duties and Responsibilities

- Responsible for the planning, organisation and delivery of international external conferences on behalf of the School.
- Plan and organise specific School events including conferences, research seminars and guest speakers.
- Support School activities throughout the academic year including: recruitment open days; the National Student Survey campaign, induction and graduation events.
- Support the Accreditation Manager in the planning and organising of visits from accreditation teams.
- Work closely with the School's Divisional Directors for Research & Impact to oversee logistics and delivery of the School's research seminar series, supporting the School's Research Excellence Framework environment, through planning up to a year in advance to secure speakers, rooms and dates, and ensuring timely communication and promotion to prospective attendees.
- Responsible for the planning, organisation and delivery of the School's annual PGR conference working closely with the School's Directors for Research & Impact and PGR.
- Work closely with the School's Directors of Teaching Quality & Enhancement to oversee logistics and delivery of the School's Learning & Teaching Seminar series to support development of teaching quality excellence.
- Support for enhancement of the student experience through organisation and delivery of academic related events including field trips for students.
- Promotion of specific School events to internal and external audiences through maintenance of the events section of the external facing website, the Management Gateway, ensuring information on events is accurate, timely and informative, and monitoring bookings and enquiries received through this digital portal.
- Provide specialist advice to both academic and Professional Services staff regarding the organisation and delivery of events.
- Liaison with external participants and guests to support a positive visitor experience to the School, providing information and guidance on transport and accommodation and booking arrangements where appropriate.
- In-person support for delivery of events as the first point of contact for internal and external colleagues and participants during the event, including meeting speakers and guests, dealing with and responding appropriately to queries as they arise.
- Daily monitoring of the School's events email account to provide an excellent standard of customer service through timely and informative responses to internal and external enquiries.
- Delivery of post-event tasks including managing feedback and evaluation form analysis, follow-up communications with participants, event evaluation and participant feedback to inform enhancements to future events.

- Effective delegated budget responsibility for events, including costings, and ensuring prompt payment for both internal and external suppliers.
- Liaison with external suppliers including conference venues and caterers.
- Liaison with internal colleagues and external visitors/stakeholders to ensure delivery of a high level of customer service around events management.
- To participate in appropriate/relevant meetings within the Management School, Faculty of Social Sciences and the wider University.
- To represent the Management School at appropriate internal/external events.
- As a member of our Professional staff you will be expected to demonstrate a commitment to the professional behaviours set out in the Sheffield Professional Framework. Please follow this link for further information: [Sheffield Professional Framework](#).
- Any other duties, commensurate with the grade of the post, as deemed appropriate by the External Relations and Alumni Manager or Professional Services Manager.

Person Specification

Applicants should provide evidence in their applications that they meet the following criteria. We will use a range of selection methods to measure candidates' abilities in these areas including reviewing your on-line application, seeking references, inviting shortlisted candidates to interview and other forms of assessment action relevant to the post.

	Criteria	Essential	Desirable
Qualifications and experience			
1.	3 A levels (or equivalent qualifications/experience).	X	
2.	Educated to degree level ideally in events management (or equivalent work experience/qualifications)		X
3.	Experience of using IT packages such as the Microsoft suite of packages including Excel, Word, Powerpoint, Access.	X	
4.	Previous relevant administrative/clerical experience preferably within a higher educational or similar environment.	X	
5.	Experience of planning and organising large and small scale events preferably in a multidisciplinary environment	X	
6.	Excellent organisational skills and the ability to co-ordinate multiple projects.	X	
7.	Previous experience of the University's in-house IT systems.		X
Communication skills			
8.	Excellent customer service skills with ability to respond efficiently and effectively to enquiries.	X	
9.	Excellent interpersonal skills with experience of communicating with a diverse range of people.	X	
10.	Ability to liaise with a range of internal and external stakeholders	X	
11.	Excellent communication skills, both written and verbal to explain/present complex information to a range of audiences both in print and in person.	X	
Team working			

12.	Experience of working effectively as part of a team and independently.	X	
13.	Flexible attitude to working hours – including a willingness to work out of hours occasionally.	X	
Problem solving and decision making			
14.	Ability to analyse and solve problems with an appreciation of long-term implications.	X	
15.	Ability to use initiative to find creative solutions to varying demands.	X	
Project management			
16.	Ability to plan and prioritise own workload and forward plan.	X	
Personal effectiveness			
17.	Willingness and ability to adapt own skills to new circumstances.	X	
18.	Excellent organisation and time management skills to prioritise own workload and work accurately to tight deadlines.	X	
19.	Flexibility in approaching tasks.	X	
20.	Highly-motivated and able to work in a professional manner.	X	
21.	Experience of developing and maintaining a network of contacts through own work area.		X

Further Information

To perform the duties of the post, you may be required to work outside of normal working hours.

This post is open-ended.

This post is full-time:

This role has been identified as a full-time post, but we are committed to exploring flexible working opportunities with our staff which benefit both the individual and the University. Therefore, we would consider flexible delivery of the role subject to meeting the business needs of the post. See www.sheffield.ac.uk/hr/wellbeing/info/wlb.html for more information.

Reward and Recognition – The Deal

Terms and conditions of employment: Will be those for Grade 5 staff.

Salary for this grade: £21,220 - £24,564 per annum. Potential to progress to £26,829 per annum through sustained exceptional contribution.



The Deal is the pay, rewards and many benefits you earn for being a valued member of our University and by being ambitious and performing at your best.

If you join the University you will have access to The Deal and your own personalised pay, reward and benefits portal where you can access a comprehensive selection of benefits and offers to suit your changing lifestyle

needs, for example childcare vouchers, Cycle to Work initiative, shopping discounts along with access to extensive development and training options – over a third of staff work in Investors in People (IIP)

To find out more visit www.sheffield.ac.uk/hr/thedeal/benefits

Through The Deal we are committed to making the University a remarkable place to work and we support this through a number of sector leading initiatives such as Juice and Sheffield Leader.



*the***SheffieldLEADER**

Our innovative Health and Wellbeing programme, Juice, promotes happiness and wellbeing through a broad range of inclusive activities (www.shef.ac.uk/juice)

Our leadership development has been designed to ensure that our leaders have the knowledge, skills and behaviours needed by the University (www.sheffield.ac.uk/hr/sld/sheffieldleader).

We are also proud of our award-winning equality and diversity action which enhances working life for all. 91% of staff tell us they are treated with fairness and respect (staff survey 2014) www.shef.ac.uk/hr/equality

In our staff survey (2014) 94% of staff said they were proud to work for the University and 87 % of our staff would recommend Sheffield University as an excellent place to work. To find out more about what it's like to work here have a look at our webpages, www.sheffield.ac.uk/staff/survey and www.sheffield.ac.uk/jobs/staffbenefits.

Closing date: For details of the closing date please view this post on our web pages at www.sheffield.ac.uk/jobs

Informal enquiries:

For informal enquiries about this job and the recruiting department, contact: Nancy Stuart (n.stuart@sheffield.ac.uk).

For administration queries and details on the application process, contact the lead recruiter: Kathryn Hewitt

For all online application system queries and support, visit: <https://www.sheffield.ac.uk/jobs/applying>

Health assessment: All new employees will undertake a Health Assessment Questionnaire. The questionnaire is to assess the individual's fitness for the job role which they have been offered and ensures appropriate health advice and guidance can be provided. The assessment will be carried out on behalf of the University by Health Management Limited (HML).

Selection-Next Step

Following the closing date, you will be informed by email whether or not you have been shortlisted to be invited to participate in the next stage of the selection process. Please note that due to the large number of applications that we receive, it may take up to two working weeks following the closing date before the recruiting department will be able to contact you.

The University of Sheffield is committed to achieving excellence through inclusion.

The University of Sheffield is proud to be a Two Ticks employer
www.sheffield.ac.uk/hr/equality/support/twoticks/



The University has achieved the Athena SWAN award for Women in Science, Engineering and Medicine.



Pursue the extraordinary