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| <b>Role Profile:</b>              | Event Administration Manager   |
| <b>Responsible to:</b>            | Event Managers & Directors   |
| <b>Key Working Relationships:</b> | Event Executives, Event Managers, Directors and<br>Contractual Event Staff |
| <b>Location:</b>                  | 3D Events Offices, St Helier, Jersey                                       |
| <b>Contract Type:</b>             | Permanent  |
| <b>Hours:</b>                     | 37.5 hours per week  |
| <b>Salary:</b>                    | Negotiable   |

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### **Company Overview**

3D Events is a professional event management company based in Jersey, Channel Islands and has been passionately designing, promoting and delivering high profile events for over 25 years.

The company aims to create events which: engage communities, generate significant economic impact, promote key messages to audiences, achieve stakeholder support and raise valuable funds for charities.

The business offers a wide range of services in event management, event promotion, event sponsorship, brand activation, team performance and it delivers these services across corporate, public and charitable sectors in the Channel Islands, UK and Europe.

### **Job Description**

3D Events is looking for a dedicated and experienced Event Administration Manager to join a small and effective team, as a permanent staff member to provide the day-to-day administrative management of a portfolio of events.

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## **Job Purpose**

As an Event Administration Manager, you will be responsible for the administration duties involved in event planning, event promotion and event delivery for a wide variety of sporting, public, corporate, community and charitable fundraising events, that include but are not limited to; conferences, seminars, exhibitions, sports events, mass participation events, community events, corporate events, social events and team building events.

You will be an integral part of the event management team, working closely with event managers and directors to ensure that important event data is managed efficiently and effectively.

You will also work alongside the directors in managing the office and the wider team on a day-to-day basis.

## **Key Responsibilities**

### **1. Event Administration Management - Working alongside Directors, Event Managers & Executives**

- Manage the day-to-day pre and post event administration, being the first point of contact for incoming event enquiries.
- Manage the live event administration, overseeing a wider team, including volunteers so that the events operate smoothly and effectively.
- Manage administration at client and stakeholder meetings, including minute taking, agenda collation and meeting set-up.
- Support with the production of event plans for assigned events, including timelines, venues, suppliers, draft budget and staffing requirements.
- Support with the production of detailed event plans and risk assessments.
- Support with securing all relevant event permissions to include: All relevant Licensing Authorities, Parishes and Landowners.
- Support with the development of sponsorship portfolios for events, distributing sponsorship packages and recording ROI statistics for each sponsor.
- Manage the production of conference programmes, delegate packs and race information packs, adhering to brand guidelines.
- Prepare relevant event packs for delegates / participants / exhibitors for each event.
- Develop and grow strong relationships with key event stakeholders including clients, sponsors, delegates, participants, exhibitors, suppliers and entertainers.
- Research, source and negotiate with contractors, venues and suppliers as required for each event.

- Develop and grow supplier relationships and manage the coordination of suppliers and event logistics. For example, venue, catering, travel.

## **2. Delegate / Participant / Exhibitor Services - (Pre, Live & Post Event)**

- Manage the event administrative support for delegates / participants / exhibitors / Sponsors, who engage with an event via:
  - Online event registrations
  - Manual bookings
  - General Enquiries
- Manage event communications and provide support to delegates / participants / exhibitors, who engage with an event via:
  - Telephone
  - Email
  - Social Media
  - Face to Face Meetings

Always aiming for first contact resolution, to enhance the experience for all.

## **3. Event Promotion (Working alongside Event Managers & Executives)**

- Produce event marketing and communications plans.
- Create creative social media strategies and content for multiple social media channels, managed via hootsuite.
- Liaise with client marketing and communication teams and design agencies where relevant, to assist with publicity and promotion of events.
- Manage content for event websites.
- Develop content and manage event digital newsletters.

## **4. Office / Team Management**

- Manage the office building, including meeting room on a day to basis.
- Manage the office procurement process.
- Manage the office Calander.

## **PERSON SPECIFICATION**

| <b>ESSENTIAL CRITERIA</b>   | <b>DESIRABLE CRITERIA</b>   |
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| <p><b>Qualifications</b></p> <p>Minimum of 5 GCSE or equivalent including Maths and English.</p>  | <p><b>Qualifications</b></p> <p>A degree or diploma in business management, business administration, marketing, event management, hotel or catering management, leisure and tourism will be desirable.</p>  |
| <p><b>Practical Experience &amp; Knowledge</b></p> <p>Previous experience of working on projects and a strong understanding of critical timelines.</p> <p>Previous experience of providing excellent customer service skills and managing high levels of administration and data.</p> <p>Enthusiasm for events and an appreciation of the role events play within business and the wider community.</p> | <p><b>Practical Experience &amp; Knowledge</b></p> <p>Previous experience of working on events, in business, hospitality, sport and fitness, leisure and tourism.</p> <p>Previous experience in managing data with secure online systems.</p> <p>Proven (verbal and written) communication with clients, colleagues and suppliers.</p> <p>Experience of working with budgets.</p> <p>Experience of working with / managing third party suppliers.</p> |
| <p><b>Skills</b></p> <p>Exceptional communication and customer service skills.</p> <p>Excellent administrative, planning and organisational skills, with a particular focus on attention to detail.</p> <p>Ability to work under pressure.</p> <p>Ability to deliver work to a high standard.</p>   | <p><b>Skills</b></p> <p>Ability to produce and manage budgets.</p> <p>Project management skills; to show consistent hitting of deadlines and milestones.</p> <p>Negotiation skills; when looking for the best rates from venues, suppliers, and contractors.</p> <p>Sales and marketing skills to promote events and attract positive interest from stakeholders.</p>   |

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| Ability to work collaboratively and flexibly within a team, as well as work alone on own initiative.   |   |
| <b>Technical Abilities</b><br><br>Excellent Microsoft Office 365 IT skills.<br><br>Proficient typing ability.  | <b>Technical Abilities</b><br><br>A good understanding of social media platforms and how they operate.<br><br>A good understanding of event plans, risk management and health and safety for events.<br><br>General interest in digital marketing and online registration platforms.  |
| <b>Personal Attributes</b><br><br>Positive attitude with ability to demonstrate self-motivation and enthusiasm.<br><br>Approachable, friendly, outgoing and motivated by working towards targets.<br><br>Proactive approach to all work, with excellent attention to detail, and organisation skills.<br><br>Ability to work as part of a team and be willing to contribute at every stage of the event lifecycle.<br><br>Good general problem-solving skills and diplomacy.<br><br>Good communicator with ability to write clearly and concisely.<br><br>Willing and able to work on events on weekends and in the evenings, along with general flexibility around the events calendar. | <b>Personal Attributes</b><br><br>Excellent time-management skills and the ability to work under pressure to ensure the efficient running of an event.<br><br>Excellent multi-tasking skills; to ensure effective management of multiple event projects.<br><br>Ability to prioritize workloads and good time management skills.<br><br>Full driving license and own transport. |

## **OTHER INFORMATION**

### **ROLE PROFILE**

This role overview is intended to provide a broad outline of the duties that may be required and is not intended to be exhaustive. It is subject to review and amendment in consultation with the post holder in order to reflect changes in the organisation and the development / delivery of the services required.

### **DATA PROTECTION**

All applications made in respect of this vacant position within the company will remain confidential. Where an applicant is unsuccessful, their details will be kept for a period of twelve months from date of receipt, where they will be destroyed. Where an applicant is successful the application will be kept on file for a period of three years after the termination of their employment.

### **3D EVENTS POLICIES AND PROCEDURES**

All employees are expected to follow all company policies and procedures.

### **CONFIDENTIALITY**

All employees are under an obligation to ensure that any information that he or she has access to, relating to the 3D Events business is kept confidential.

### **HEALTH AND SAFETY**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work (Jersey) Law 1989, to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

### **RISK MANAGEMENT**

All employees have a responsibility to identify risks and report these to their line manager. In addition, to report all accidents or incidents promptly and when requested to co-operate with any investigation undertaken.

### **EQUAL OPPORTUNITIES**

3D Events is committed to its equal opportunities policy and it is the duty of every employee to comply with the detail and spirit of the policy.

### **NO SMOKING POLICY**

3D Events operates a strict no smoking policy.