

CUBO Events Officer

Job Description

Full-time

We are...

The association for commercial and campus services professionals in higher and further education, whose responsibilities include the strategic development, management, and operation of both in-house and outsourced services.

Our members represent the majority of UK and Irish Higher Education institutions. CUBO has strong relationships with many other Higher Education associations and organisations, both nationally and internationally. CUBO also has a number of partnerships with commercial organisations which gives brand visibility and access to our members through year-round events both online and in person.

Our members hold responsibility for a wide range of services: residential, catering, hospitality & retail, conferencing and events, sport, security, print and design, transport, cleaning, childcare, customer services and maintenance among others. They make a difference to the experience of every student who chooses to study, work, and live at their university.

We are looking for...

A full-time Events Officer to join our small team. This role would suit an experienced, hands-on, delivery-focused events professional who has been a key part of a team organising conferences and exhibitions. You will support our Operations Manager in the planning, organising and successful delivery of all CUBO Conferences and events. You'll also be working closely with external conferencing suppliers on our flagship Summer Conference.

You will be working for CUBO, a membership organisation in the university sector. You'll be engaging with university campus services staff at all levels, with businesses that provide services to our members and showcase their products through partnerships with us, and with national and international organisations representing higher education campus and commercial services.

Our team of home-based staff are in different parts of the UK and operate virtually through regular calls, virtual meetings and together at the physical meetings and conferences we run annually. This role will be home-based and include frequent UK travel and overnight stays for meeting and conference support.

The post-holder reports to the CUBO Operations Manager, and this role has no line management responsibilities.

We need a driven, dynamic individual who is highly motivated with the ability to engage and communicate with a professional membership. You will be able to successfully evidence your experience working in events, including sourcing venues, securing partnerships and managing exhibitions. We need someone with exceptional interpersonal skills, self-confidence and who is a good listener. The role will have busy periods around events, and you must be able to plan your workload accordingly. It is vital that the post-holder understands the value of CUBO to its members and how the organisation will meet these needs.

Working with the Operations Manager, you will form a small but strong team. The focus of this role will be the running of events and conferences for our members, but it's also crucial that you understand the need and are happy to "roll

up your sleeves” at times and support the rest of your team. You will need to understand budgets and work within them while meeting income targets.

You need to be...

A dynamic, **member-focused, people person**. Someone skilled at supporting events, including **sourcing venues and exhibitors**.

Because you will need to...

- Have demonstrable previous experience in successfully organising large events and conferences and dealing with exhibitors.
- Support the Operations Manager to deliver the Association's strategic objectives, events and professional development needs.
- Display excellent organisational skills, to lead on your projects and be a partner in others.
- Assist the Operations Manager in identifying opportunities for the Association to generate income.
- Organise, assist and at times lead member-focused events on a national scale.
- Manage several projects at the same time.
- Identify and secure venues, and exhibitors for events.
- Use your proven marketing skills to publicise our events and ensure great attendance levels. You will do this working with the Operations Manager and our Communications Officer.
- Administrate our CPD certification process.
- Develop and administer feedback surveys to understand members' views. Together with other data and management information, the results of surveys will inform the creation of relevant content and services to members.
- Assist in the creation of content to encourage the membership to engage, ensuring the organisation is delivering appropriate benefits to its entire membership.
- Implement and maintain efficient office systems and procedures and management of records.
- Update the website, with content relevant to your work, ensuring content is fresh and up to date.
- Deal with membership and partnership enquiries via phone and email.
- Work closely with other colleagues in the company to streamline event operations.

Someone who can **engage with members and stakeholders** to gather insight which will inform the **development of member-focused events**. With guidance from colleagues you will bring such proposals to fruition.

Because you will need to...

- Be commercially minded and understand how to bring income into a business.
- Work with our external events organisers for our Summer Conference.
- Engage with members at appropriate points in the membership lifecycle to provide a personal service and obtain feedback to help enhance value of membership, whilst capturing valuable management information.
- Seek opportunities to promote CUBO and engage in networking opportunities.
- Understand what value means to our members and ensure that CUBO's membership strategy will deliver value to members.
- Display exceptional interpersonal and relationship management skills.
- Update and maintain the events and other pages of the CUBO website.
- Undertake any other duties as directed by the CUBO Executive Director.

A great **team player** who is happy working in a small team and **willing to share ideas**. But you will also need to be a **self-starter** to get the job done.

Because you will need to...

- Have a flexible approach to teamwork - on occasions, there will be a need to work outside normal office hours, for example, when organising or attending conferences/events.
- Have extensive working knowledge of software including MS Office, CRM systems, Social Media and a proven aptitude for using technology to work smarter.
- Attend regular meetings with your team both online and in person.
- Work operationally during in-person events, this includes setting up and breaking down signage, meeting with operational teams, transporting conference kit to venues and setting up meeting rooms ahead of the conference.
- Understand marketing techniques and the power of social media (although most of our social media activity is controlled by our Communications Officer).
- Have a positive, persuasive and diplomatic manner.
- Support colleagues within other PHES organisations as required.
- Commit to always observing the organisation's Equity Diversity and Inclusion Policy.
- Be able to set priorities and work towards objectives with minimal supervision.
- Be able to influence with diplomacy, with strong persuasive and interpersonal skills.
- Be unflappable, with excellent judgment and problem-solving.
- Be able to work calmly when under pressure and have the ability to react and adapt to differing priorities during the working day

You might also have...

- Experience in higher education, hospitality, student accommodation, catering or conferencing sector.
- Been educated to degree level or equivalent
- A full UK Driving Licence

We will offer...

- A full-time post working from home (part time hours could be considered for an exceptional candidate)
- A competitive annual salary between **£31,236 and £38,784** (Grade 6) dependent on qualifications and experience.
- A defined contribution pension scheme with **7.5% employee and 16% employer** contribution rates, together with life insurance.
- **30 days' holiday**, plus bank holidays and discretionary days' office closure.
- Support for **CPD** and appropriate training.
- This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.