



## **JOB DESCRIPTION AND PERSON SPECIFICATION**

### **Job description**

Post:	Events and business support assistant
Responsible to:	Event team manager
Location:	Leeds based – office-based/work from home as required
Contract Type:	Fixed term contract for six (6) months – part-time 22.5 hours per week
Date of preparation:	April 2021
Salary	Salary of £10,200 (this is the pro rata salary for 22.5 hours) = £17,000 (WTE)

PCC is an independent, not-for-profit social enterprise that supports the development of health and care services, providing specialist advice with a focus on primary care, events, flexible expert support, and personal and team development services.

### **Job purpose**

The purpose of this role is to provide additional capacity to the events and business support functions of PCC. The role will include responsibilities for support to our events, business and finance teams and other ad hoc support as required.

### **Key responsibilities**

- to provide support to the events team including sourcing venues, booking travel, couriers and accommodation, processing event bookings, uploading events to the web, handling correspondence and attendance at events (in person or virtual). This will include providing technical support to our online events via zoom, MS Teams and other software platforms
- to deliver small event projects, assisting where required with larger event projects
- to maintain budgets for own event projects
- update spreadsheets and various administrative tasks supporting the account management of our annual contract holders
- respond to PCC helpdesk queries and update the PCC events helpdesk & direct queries spreadsheet and support with the management of other PCC helpdesks as per the agreed timescales for each helpdesk
- print and collate event materials where required ready for sending to events and monitor and manage event materials for the whole team
- input evaluation forms onto Survey Monkey
- Eventsforce - delegate lists, processing booking forms, evaluation data and invoice details
- provide a professional and welcoming reception to all visitors and maintain records of visitors (if required once our office re-opens) and manage reception phone calls
- draft the office rota on a weekly basis
- input data into the client relationship management (CRM) system

- book all team (and where required clients) travel and overnight accommodation through NYS using Evolvi, researching to ensure best value fares and hotel rates, travel information, arrange all tickets/e-tickets, refunds and track and issue travel on the day (TOD)s as appropriate
- liaise with landlord's reception or other external supplier when external meeting rooms are required
- other general administration support and ad hoc support to the finance team as required

### **Other duties**

In addition to the above duties the post-holder is expected to ensure that all duties are carried out with due regard to the staff handbook and relevant national requirements such as:

- Confidentiality (Data Protection Act 2018, the United Kingdom General Data Protection Regulations and Freedom of Information Act 2000)
- The health and safety of self and others (Health and Safety at Work Act 1974)
- All CIC policies and procedures relating to their well-being, area of work and all financial procedures and policies.

The role holder may be expected to travel and stay away from home on occasion to attend events where required to provide support when our events are delivered face to face.

This job description is not meant to be exhaustive and the post holder will be required to undertake any other duties commensurate with the grading of the post. The job description will be reviewed regularly, be supplemented by annual objectives, and may be subject to change in light of developments. Any changes to the job description will take place in discussion with the post holder.

### **Person specification**

The post holder will need to have

Excellent organisational skills, accuracy and attention to detail; able to deal with more than one task at a time  
 Be competent with Microsoft Office software, in particular Outlook, Word, Excel and Powerpoint  
 Some events management experience  
 A good standard of written and spoken English  
 The ability to prioritise work effectively and use initiative  
 A positive attitude and willingness to help others even when it is not your normal role responsibilities  
 Experience of the Eventsforce system  
 Good interpersonal and communication skills

The post holder will be required to be:

Willing to learn  
 Proactive and assist team members when needed  
 Flexible and able to respond to changing demands and take on additional responsibilities as required