

**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **Job Title:** Events Operations Officer | **Present Grade:** 6 |
| **Department/College:** Psychology/Networkplus for Analytical Behavioural Science for Security and Defence | |
| **Directly responsible to:** Project Manager | |
| **Supervisory responsibility for:** Support staff | |
| **Other contacts** | |
| **Internal:** Staff across Lancaster University and staff in University central administration | |
| **External:**  National and International government stakeholders ESRC, employees from large corporations and SMEs in the UK and internationally, Members of the Networkplus for Analytical Behavioural Science Management Team, pubic. | |
| **Major Duties:**  **Role Priorities:**   * Plan, organise, deliver and review a range of networking events, delivered both in person and online as required, including, but not limited to, the coordination of skills workshops, panel activity, knowledge exchange events, sprints and a conference. * Prepare and manage the preparation of all event documentation, ensuring accurate and timely completion.   **Event Management & Delivery:**   * Deliver a first-class experience to event delegates, from initial enquiry through to managing bookings, invoicing, sending joining instructions, briefing support staff, and post event review. * Collaborate with internal colleagues and stakeholders to ensure seamless event processes, addressing and resolving logistical challenges as they arise. * Operate robust procedures to meet agreed budgets/financial targets and comply with health & safety guidelines. * Effectively co-ordinate all operational elements using relevant systems and clear communication, updating colleagues via emails and team meetings. * Support event delivery by booking venues, catering, AV equipment, and transport; compiling agendas and delegate lists; and working with the communications team to produce final event materials. * Adhere to Lancaster University standards, policies, and procedures. * Conduct checks of venue spaces and equipment to ensure readiness for use. * Supervise event support staff during relevant events. * Deliver repeat events with consistency and attention to quality.   **Customer Service:**   * Communicate clearly and promptly with event delegates (internal and external) both verbally and in writing, providing accurate and timely event details. * Welcome event delegates (for in-person events) with a friendly and professional approach, maintaining a visible presence during events to ensure smooth operations. * Address delegate and stakeholder queries, issues, or complaints with a positive and solutions-focused attitude, always striving to uphold and enhance NABS+ and Lancaster University’s reputation. * Proactively gather and manage delegate feedback, regularly reviewing and analysing it to draft reports and recommend improvements. * Champion a culture of ‘Service Excellence’ by consistently delivering exceptional experiences across all aspects of event delivery.   **Other:**   * To undertake training and development as relevant for the role as requested. This includes information security, GDPR, equality and diversity. * Any other duties commensurate with the role’s grade. | |