

**JOB DESCRIPTION**

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| **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.
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