

# Events Assistant:

Recruitment pack

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## A message from our CEO, Vivienne Stern

Universities UK (UUK) is the collective voice of universities in England, Scotland, Wales and Northern Ireland. We bring them together to pursue a common cause: thriving universities, serving society.

My journey at UUK started as a Parliamentary Officer and I have progressed through the organisation from there, with the opportunity to work across a range of different teams, up to becoming CEO. This is testament to the fact that at UUK we support our people to succeed, helping us achieve our ambitious goals as an organisation as a result.

At UUK we believe that supporting our people to succeed involves prioritising wellbeing at work and being an inclusive employer. We employ a total of just under 150 staff across the UUK Group. In our 2023 staff survey, I am proud that we scored higher than similar organisations for caring about our employees and treating them with fairness and respect, and that 86 per cent felt proud to work for UUK.

I am continually inspired by the passion and talent of the team at UUK. If you care about higher education, its ability to transform people's lives and its impact on wider society, then, in my opinion, there is no better place to do it than here.

# Who are we?

At Universities UK, we harness the power of the UK's universities and create the conditions for them to thrive. We are the collective voice of 141 universities, bringing them together to pursue a common cause: thriving universities, serving society.

This mission forms the core of our [strategic plan](#) which runs to 2030 and sets out our ambitions for the sector. Our influence, convening power, and insight will enable our universities to:

- transform the lives of more people from the UK and around the world through high-quality education.
- drive greater growth and prosperity through the knowledge and skills they generate, creating places that allow communities to flourish.
- be globally competitive centres of research, at the forefront of making ground-breaking discoveries with the power to change our world.

To help them achieve this we will:

- secure sustainable funding that enables our universities to serve society better.
- build trust and confidence that our universities are a national asset to be proud of and are acting in the best interests of society.



# Role description

**Post title:** Events Assistant

**Responsible to:** Senior Events Manager

**Salary:** £28,583 – £31,762 (dependant on experience)

**Location:** London

**The team:** Events team (5 people)

**Job summary:** This is an exciting opportunity to join a small and successful events team at a not-for-profit organisation, which leads in providing the university sector with topical and pertinent events.

This role will support all four of the event functions: logistics, content, sponsorship and marketing. You will work closely with the Senior Events Manager, handling all delegate and speaker correspondence, taking a key role in the running of the events programme, both in-person and online, and taking the lead on managing logistics for some of the in-house seminars and workshops.

The working hours for this role are largely Monday-Friday 9-5, although a willingness and ability to work out-of-hours is necessary. Events typically take place during working hours, however early starts/late finishes are required on event days. Weekend working is not typically required.

The role is based in central London, however the post holder can choose to work remotely for up to three days a week. They must be available to attend the office for event days and for other core business reasons.

## **Main responsibilities:**

- Supporting the events team in delivering successful national higher education conferences and other Universities UK stakeholder engagement and political events.
- Supporting the design and development of conference materials, such as delegate guides and digital assets.
- Assisting the events team in liaising with speakers, sponsors and partners.
- Booking travel and accommodation for speakers and other UUK team members where necessary.
- Responsible for all event administration (i.e. badges, evaluation forms, delegate lists, spreadsheet management etc)
- Manage delegate and guest enquiries, ensuring the highest level of customer care.
- Manage the events delegate booking system, liaising with finance and make updates to event web pages as required.
- Drafting invitation letters and other correspondence to high-profile speakers.
- Managing venue logistics for some in-house events and taking a key role in the running of both online and in-person events.
- Assist on event days with tasks, both in-person and online, such as overseeing aspects of the virtual event technology, speaker briefings and liaison, conference registration and note-taking.
- Contributing ideas to conference agenda development and assisting with new content research
- Other duties from time to time as appropriate and subject to workloads.

## **Compliance and governance**

- to take responsibility for own health and safety in line with UUK H&S policy and current legislation and undertake such responsibilities as they relate to any employees, volunteers or contractors for which the post is responsible.
- to ensure compliance with UUK's internal procedures and all external legal requirements.

## Personal effectiveness

- to take responsibility as far as is practical for own personal development to ensure that personal knowledge and skills are updated to ensure effectiveness in meeting work objectives.

## General

- to show respect to colleagues, external partners and stakeholders, and to understand and adhere to UUK's Equal Opportunity policy, UUK Staff Standards of Conduct, and UUK's organisational capabilities.
- to work collegially, and to support all the teams which the post has contact with, in achieving the organisation's objectives.
- any other duties commensurate with the grade and level of responsibility of this post, for which the post holder has the necessary experience and/or training.
- This job description will be reviewed and amended in the light of changing professional demands. A job description is not a rigid or inflexible document but acts to provide guidelines to the duties expected while in post.

Last reviewed: *October 2024*

# Person specification

## Essential skills:

Essential skills	Assessment
Experience of developing and managing administrative processes and systems	Application form/ Interview
Experience of working in a customer-facing role	Application form/ Interview
Ability to prioritise own workload and manage several projects at concurrently	Application form/ Interview/ Test
Extremely high standard of written English including drafting letters, and copy for various different mediums	Application form/ Interview/ Test
Highly competent with use of basic Microsoft Office packages, including mail merge	Application form/ Interview/ Test
Competent using events and meeting technology such as Zoom, MS Teams or equivalent	Application form/ Interview
Understanding of, and commitment to, equality, diversity and inclusion as set out in UUK's Equal Opportunity policy.	Application form/ Interview

## Desirable skills:

Desirable skills	Assessed by
Experience of working in events, preferably in conferences	Application form/ Interview



Experience of working in the university sector or knowledge of higher education policy and practice	Application form/ Interview
Experience of using content management systems to update webpages	Application form/ Interview
Experience with using email marketing platforms (e.g. MailChimp)	Application form/ Interview
Experienced in using event management software to facilitate and monitor guest bookings for events (e.g. Eventbrite, Participant)	Application form/ Interview

# Working at UUK: Benefits

If you care about higher education, its ability to transform people's lives and impact wider society, joining our team is a great opportunity.

Universities play a huge part in our everyday lives, and we want to help them make even more of a difference. We bring together leaders of UK universities to discuss higher education issues and represent and campaign on their behalf to the government, business, the media and beyond.

People drive our success, and we value everyone's work.

Universities UK operates a hybrid working framework involving the opportunity to work from home and in the office. There will be a small number of roles where employees will be required to work from an office, but typically the majority of employees will be able to work remotely on average 60% of their working week. All employees are welcome to use their contractual office for their whole working week if that is their preference.

*"I joined Universities UK three months after leaving university, and I immediately felt so welcomed and supported. I've been given opportunities to develop new skills, get involved in such a variety of interesting projects and work with colleagues across the organisation. It's a really friendly place to work and I feel trusted and valued to put my own views and ideas into practice."*

Sofia Henderson, Senior Content Producer

**TO FIND OUT MORE ABOUT STAFF BENEFITS AND WELLBEING, VISIT OUR [WORKING AT UUK PAGE](#)**

# Staff benefits

## Leave



- 27 days annual leave rising to 30 days after 3 years' service and 32 days after 5 years' service plus bank holidays.
- 4 closure days between Christmas and New year.
- 2 days paid leave each year for volunteering activities

## Well being



- Access to 24 hour 7 day a week Employee Assistant Programme which extends access to close family.
- Virtual Medical Care – 24 hour access to GP consultations.
- Mental Health First Aiders.
- Staff network groups.

## Financial wellbeing



- Interest free season ticket loans after 6 months.
- Staff benefit fund loan scheme
- 'learn for you' – claim £75 each year tax free towards hobbies and activities outside of work.
- Funding support for continuing development, up to 2/3 of course costs paid with the remaining funded through an interest free loan recovered through monthly pay.
- Generous pension scheme (USS or SAUL depending on role).
- Salary sacrifice Cyclescheme.
- Salary progression plans.
- a £45 contribution every two years towards eye tests and the purchase of glasses where required.

## Home working



- Hybrid Working policy – 40% of time averaged over a month to be spent in the office or meeting face to face with stakeholders, allowing 60% of time to be worked from home.
- Support for homeworking set up.

## External schemes



- Charity worker discounts.
- Apple hardware discount scheme.
- Access to Able Futures for mental wellbeing support.

## Our office facilities



- Tea/coffee/milk provided for refreshments.
- Kitchens available in all offices with access to fridges and microwaves.
- Shower facilities available (London and Cardiff).
- Cycle storage facilities.



# Equality, diversity and inclusion

We want every member of staff to feel that they belong, can be themselves and that their opinion counts.

We can only reach our ambitious goals with multi-skilled, multi-experienced teams. Different perspectives make our work better.

What unites us is a passion for higher education and the enthusiasm to spread the message about the positive impacts UK universities have on our society.

We are committed to the equal treatment of all current and prospective employees and do not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership. We aspire to have a diverse and inclusive workplace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join UUK.

## An equal, inclusive and diverse place to work

Equality, diversity and inclusion help create new ideas and approaches to teaching, learning and research. With that in mind, we're building a culture where difference is valued. We're constantly evolving the programmes and tools that help all employees grow and manage rewarding careers.

**TO FIND OUT MORE ABOUT EQUALITY, DIVERSITY AND INCLUSION AT UNIVERSITIES UK, READ OUR [INCLUSION AND DIVERSITY ACTION PLAN](#)**

# Staff engagement and wellbeing at work

## Staff engagement

In our 2023 staff survey, we scored higher than similar organisations for caring about our employees and treating them with fairness and respect, and that 86 per cent felt proud to work for UUK.

## Wellbeing at work

We care about the mental health and wellbeing of all our staff. Having open and honest conversations about mental health is important to us. Our commitment to staff wellbeing includes:

- Training some members of staff to become mental health first aiders so they are there for colleagues who need support and advice.
- Raising awareness by recognising Mental Health Awareness Week with external speakers, opportunities to come together and talk and take part in activities
- Training for managers and all staff on mental health awareness
- Employee Assistance support helpline.



Universities UK is the collective voice of 142 universities in England, Scotland, Wales and Northern Ireland.

Our mission is to create the conditions for

UK universities to be the best in the world; maximising their positive impact locally, nationally and globally.

Universities UK acts on behalf of universities, represented by their heads of institution



Woburn House  
20 Tavistock Square  
London, WC1H 9HQ

☎ +44 (0)20 7419 4111

✉ [info@universitiesuk.ac.uk](mailto:info@universitiesuk.ac.uk)

🖱 [universitiesuk.ac.uk](http://universitiesuk.ac.uk)

🐦 📘 📷 @UniversitiesUK

