

HASTINGS VOLUNTARY ACTION (HVA)



JOB DESCRIPTION

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| Job Title: | Events Administrator |
| Responsible to: | Deputy Director of HVA |
| Location: | Jackson Hall, Portland Place, Hastings, TN34 1QN |
| Hours: | 18.5 hours per week (note: A full time working week at HVA is 37 hours) Working days are subject to negotiations, but would ideally include Tuesday mornings and Wednesdays. |
| Salary: | NJC scale point 14 - 21 (currently £16,781- £20,138 for a full time role, £8,391- £10,069 pro rata, pay award pending) depending on experience and performance. |
| Duration: | Permanent contract, subject to funding and performance |
| Holidays: | 27 days plus bank holidays (pro rata) |
| Pensions: | HVA will match contributions of up to 7% of annual salary towards a mutually agreed pension scheme |

OVERALL PURPOSE OF JOB

The Events Administrator will provide administrative support for a wide range of training and events that HVA facilitates. They will also staff the reception at HVA's premises on their working days, and will be the administrative point of contact for the Hastings Community Network. The Events Administrator will work closely with other members of staff.

MAIN DUTIES

1. Manage the reception at HVA's premises on working days, including welcoming visitors and tenants, answering telephone calls and email enquiries, handling post, and keeping the reception area presentable.
2. Update records on HVA's database on a regular basis, including maintaining HVA's mailing lists. Maintain and update Hastings Community Network's membership details on HVA's CRM database, including an annual refresh. Circulate information as required, by email, telephone and post.
3. Organise various meetings, training, and forums (including HCN events, HVA training, volunteering forums, HVA AGM, etc), including (if required) hiring rooms, organise catering, set up events on HVA's website, maintain promotional list of training, take and confirm registration bookings and special requests, create standard documents including sign in sheets, writing notes or minutes of a meeting, collating summaries of training feedback forms, and providing Finance Officers with information for invoicing.

4. Provide effective administrative support for publicising information about HVA training and events (including HCN events, HVA training, volunteering forums, HVA AGM, etc) (e.g. by creating leaflets, using social media, updating HVA's website, as required).
5. Liaise with officers from Hastings Borough Council, East Sussex County Council, Hastings and Rother Clinical Commissioning Group, Healthwatch and other relevant bodies (as directed) to assemble and maintain a consultation and engagement schedule.
6. Take minutes at meetings including HVA team meetings, when required.
7. Assist HVA's Director with diary appointments and diary management.
8. Assist HVA's Deputy Director to support and supervise HVA's administration volunteers.
9. Support the administration of HVA's Management Committee including preparing documents for HVA's management committee meetings, co-ordinating diaries to find appropriate dates, booking meeting space and filing associated paperwork.
10. Act as a First Aid appointed person for HVA (with training).
11. Carry out routine health and safety checks in HVA's premises, and ensure that visitors to Jackson Hall and tenants follow HVA's health and safety procedures.
12. Handling occasional cash payments.
13. Providing administrative support to other members of staff and assisting on other projects wherever necessary.
14. Other administrative tasks that may be required from time to time.

GENERAL DUTIES

1. Helping to ensure that HVA is operating as smoothly and efficiently as possible.
2. Working collaboratively as part of HVA's staff team towards the aims and objectives of the organisation as a whole and assisting in the absence of other members of staff.
3. Attending and participating in HVA meetings as required e.g. team meetings, supervision sessions, review days, etc.
4. Undertaking any other duties as required which are in line with the post.

April 2018.

PERSON SPECIFICATION

JOB TITLE: Events Administrator

You will need to demonstrate on the job application form and in the interview that you have most of the following experience, skills, and attitudes.

EXPERIENCE

Essential

- Experience of general office and administrative work in a busy environment.
- Regular and recent experience of using word processing software, spreadsheets, and of updating databases.
- Experience of organising meetings or events and associated administration.

Desirable

- Experience of using Powerpoint and Publisher software.
- Experience of using social media (e.g. Facebook, Twitter)
- Experience of updating websites
- Experience and/or understanding of working in the voluntary sector.
- Experience of supporting and supervising volunteers
- Experience of taking minutes at meetings.
- Experience of organising large scale events or conferences.
- Experience of managing a building.

SKILLS

Essential

- Good IT skills.
- Ability to create written documents with good attention to detail.
- Good communications skills (in person, on the telephone and in writing).
- Good customer service skills.
- Good organisational skills & ability to prioritise a complex workload to meet deadlines.

Desirable

- Knowledge of Health & Safety issues

ATTITUDES

Essential

- Ability to use initiative and be self-motivated.
- Ability to work as part of a team.
- Ability to work with a diverse range of people, some of whom need extra support
- A friendly, polite and non-judgmental attitude to people.
- A flexible approach to work and a willingness to learn.
- Ability to work under pressure and maintain a positive attitude to work.
- Awareness of professional boundaries and confidentiality
- Tact, diplomacy, and assertiveness where appropriate

OTHER REQUIREMENTS

- Occasional travel within the Hastings area
- Occasional evening and weekend work may be required
- Willingness to undertake further relevant learning and professional development.

April 2018.