



## Events Assistant



## Role Profile

<b>Job title:</b>	Events Assistant
<b>Salary/ Rate:</b>	£25,000
<b>Responsible to:</b>	Events Manager
<b>Responsible for:</b>	Events
<b>Contract Type:</b>	Full Time Permanent
<b>Hours per week / FTE :</b>	37.5 hours per week

## Job Purpose

The role involves supporting the Events Manager in the creation and delivery of UA92 events, contributing to idea generation, supplier sourcing, and undertaking research and planning for future activities. It also includes managing external event bookings by handling enquiries, acting as the main point of contact for clients. Also hosting, coordinating and supporting the smooth delivery of events, including acting as a host where appropriate.

When required. In addition, the role supports the planning, preparation and delivery of UA92 recruitment activities. A key part of the position is establishing and maintaining excellent relationships with internal colleagues across UA92, academic and professional services staff, as well as with external stakeholders including prospective students, suppliers, and clients.

As part of a thriving and ambitious marketing, student recruitment and engagement team, you'll work closely with the team and particularly the Events Manager, whereby you'll play a hands-on role in the planning, setting up and delivering UA92 events, both on campus and beyond. From Open Days and Applicant Events to Recruitment Fairs and industry partner sessions, you'll help ensure our events are not only well-executed but also bring UA92's deliberately different approach to life.

## Role Specific Duties and Responsibilities

- Support the successful delivery of all UA92 events, including Open Days, Applicant Visit Days, Graduation, Campus Tours, and internal staff and student events.
- Manage the B2B events inbox, responding promptly and professionally to all queries, arranging site visits, and converting enquiries into confirmed bookings.
- To support client engagement, including on-site providing inclusive, professional engagement for all clients and stakeholders.
- Provide outstanding client engagement and on-site support, ensuring a warm, professional, and inclusive experience for all external and internal stakeholders.
- Champion the UA92 brand by delivering excellent customer service, acting as a knowledgeable and approachable first point of contact for clients, visitors, and prospective students.

- Deliver excellent customer service and experience for all clients when on site and engaging with UA92, championing the UA92 brand when engaging with clients, acting in a professional, engaging and warm manner
- Prepare rooms and event spaces in line with client requirements, ensuring agreed layout plans are implemented accurately and accessibility needs are met.
- Support the wider Marketing and Student Recruitment team with the planning and delivery of recruitment events, including UCAS Fairs, school and college visits, and other outreach activities.
- Work frontline at events, providing logistical and operational support, anticipating user needs, and adapting quickly to deliver smooth event experiences (including occasional work outside of normal hours).
- Attend regular meetings with the Events Manager to ensure clear communication, alignment, and awareness of upcoming activities across campus.
- Coordinate all event logistics and suppliers, including catering, AV, security, accessibility arrangements, and Health & Safety requirements, ensuring compliance with legislation and University policies.
- Collaborate effectively with internal teams, students, and external partners to deliver engaging, inclusive, and impactful events.
- Support the management of event budgets and timelines, helping to keep events within scope, on track, and delivered to a high standard.
- Monitor event impact and collect feedback, using insights to inform continuous improvement, inclusive practices, and the strategic development of future activities.
- Ensure all events, embed inclusivity and accessibility throughout the planning and delivery process.
- Promote a culture of equality, diversity, and inclusion by ensuring all stakeholders feel welcomed, respected, and valued at UA92 events.
- Maintain compliance with University Health and Safety Codes of Practice, safeguarding policies, and risk assessments at all times.
- Support sustainability initiatives by reducing waste, encouraging environmentally responsible practices, and sourcing sustainable suppliers wherever possible.
- Maintain accurate records, reports, and event documentation, ensuring transparency and accountability across all activities.
- Undertake any other duties appropriate to the role as required by your line manager or Head of Department.
- The post holder will be required to work flexibly in line with our hybrid working arrangements (a minimum of three days per week on campus), and the role will involve evening and weekend work

### General Duties

- Champion the UA92 brand and foster a culture of innovation, growth, shared responsibility and individual accountability always putting provision of an excellent student experience in primary focus.
- Be a pro-active, effective and supportive team member.
- Maintain a cost-conscious and efficient approach when undertaking all aspects of the role in order to manage resources effectively, optimise performance and contribute to the future success of UA92.

- Comply with appropriate legislation and local policy in respect of confidentiality, information governance and security, Freedom of Information, Data Protection and the GDPR.
- Contribute to a safe learning and work environment ensuring awareness of individual responsibilities and compliance with Health and Safety and Safeguarding policies and procedures at all times.
- Participate in objective/target setting and review/appraisal of your own performance to inform personal development aligned to the role and progression/remuneration decisions.
- Participate in mandatory and other training and development opportunities supporting a culture of continuous professional, personal and team development.
- Promote equality of opportunity and diversity for students and staff ensuring an inclusive and supportive learning and work environment.
- Any other duties commensurate with the grade and level of responsibility for which the post holder has the necessary experience and/or training.

This job description is intended as a general guide to the duties attached to the post. It may therefore be altered from time to time, in consultation with the role holder, to reflect the changing needs of UA92.

Person Profile		
Criteria	Essential / Desirable	Method of Assessment*
<b>Experience and Knowledge</b>		
Relevant experience in planning and delivering events or transferable skills that demonstrate the ability to succeed in this role	Essential	Application Form / Interview
Ability to deliver high standards of customer service	Essential	Application Form / Interview
Ability to work under pressure and prioritise tasks effectively	Essential	Application Form / interview
Strong stakeholder engagement and relationship building skills, with proven experience in providing outstanding customer experience	Essential	Application Form / Interview
<b>Job Related Skills and Abilities</b>		
Excellent administration skills with strong attention to detail	Essential	Interview
Able to think creatively	Essential	Interview

A passion for events	Essential	Interview
Inclusive communication skills	Essential	Interview
Experience of contributing to and compiling information to support report writing	Essential	Interview
<b>Values and Behaviours</b>		
Acts as a role model for the UA92 Values ( <i>We Care, We're Brave &amp; Bold, We're Inclusive</i> )	Essential	Interview
A clear passion for and a desire to provide an outstanding student/staff experience.	Essential	Application Form / Interview
A commitment to equality and diversity and the safeguarding and wellbeing of young people, vulnerable adults, children and staff.	Essential	Application Form / Interview
A strong and resilient team player with drive, determination and a natural desire to work collaboratively.	Essential	Application Form / Interview
A high level of integrity with a personal style that inspires trust and confidence.	Essential	Interview
Innovative, creative and resourceful, with a commitment to continuous improvement.	Essential	Interview
Enthusiastic and self-motivated with a commitment to continuous professional development.	Essential	Interview