

## BSAVA ROLE DESCRIPTION

<b>Department</b>	Congress Department
<b>Job title</b>	Events Administrator
<b>Manager's role</b>	This role reports to the Events Manager
<b>Hours</b>	37.5 hours per week

### **BSAVA's Purpose**

To drive excellence in veterinary practice to improve the health and welfare of small animals.

### **BSAVA's Mission**

To enable the community of small animal veterinary professionals to develop their knowledge and skills through leading-edge education, scientific research and collaboration.

### **Job Purpose (including how the role relates to BSAVA's organisational purpose):**

The Events Administrator provides the necessary administrative support to the Congress Team to enable the Association to meet its objectives in the delivery of a successful congress and other events.

In particular, the role will provide support across the Congress Team and will including areas such as the scientific programme and speaker administration, social programme logistics, registration and delegate administration, sponsorship and exhibition administration support and onsite delivery.

### **As BSAVA staff, we all have a responsibility to uphold the Association's values. We expect all staff to always maintain and promote our values, which are to:**

- Nurture and support our communities
- Aim for excellence in all that we do
- Strive to be bold and innovative
- Be accountable and trustworthy
- Be rigorous and evidence led

### **Staff management responsibility:**

None.

### **Special conditions:**

Your work location will be outlined in your employment contract. You will be required to attend the office or any other location(s) as necessary for meetings, to receive training and for the Association's Annual Congress.

## **Main duties and responsibilities:**

### ***General***

Provide administrative support across the Congress Team becoming involved with a wide variety of tasks and aspects of Congress and other events which will involve liaising with stakeholders such as suppliers, speakers, delegates, VIPs and volunteers. Example tasks could include registering of delegates, running registration reports, chasing speakers for their information, updating the website with exhibitor details, populating the app with the latest programme, ordering branded items from suppliers.

Undertake tasks as instructed and reporting on progress as required. Where applicable provide feedback to the team of areas for process improvement, developing own initiative and proactivity as tasks become familiar.

Act as a point of contact in the Congress Team for all enquiries including telephone and email messages and respond to enquiries in a timely manner, offering excellent customer service.

Manage workload ensuring priorities and expected outcomes of tasks given are understood and ensure the team's expectations are met.

Accurate maintenance and handling of data and all information relevant to Congress and other events within the various systems used.

Take an active part in the team and project meetings inputting to relevant areas of the project.

Contribute to the development and operation of the Congress Team by individual initiative and creative ideas/solutions.

Comply with relevant Association policies and procedures.

Liaise with colleagues across the whole of BSAVA.

Undertake appropriate training on the processes and systems used to enable the post holder to carry out their job.

There will be opportunity to take ownership of smaller projects.

Carry out other such duties as are commensurate with the grade of the post.

This list is not exhaustive and is used to highlight the main components of this role.

Perform other such duties as reasonably required and that are within the scope of your role.

### Person Specification

	Essential requirements	Desirable requirements
<b>Qualifications</b>	GSCE qualifications to include Maths & English	Degree Level qualification or equivalent in a science, Business studies or an Event Management Qualification or other relevant subject
<b>Experience</b>	At least 2 years' customer service experience in a busy office environment.	Experience of working on events
<b>Knowledge and skills</b>	<p>Good oral and written and communication skills</p> <p>Good office IT skills (Microsoft Teams, Word, Outlook, Excel)</p> <p>Good organisation skills and attention to detail</p> <p>Flexibility – ability to adapt in the moment</p> <p>Ability to work in a team</p> <p>Ability to see projects/tasks through</p> <p>Initiative – able to foresee any potential issues, raise them appropriately and consider potential solutions</p> <p>Good time management skills</p>	
<b>Personal qualities</b>	<p>Creative</p> <p>Resourceful</p> <p>Team player</p>	