

Events Systems and Support Coordinator

Basic information

Band: E

Job family: Marketing Communications

Terms: Full-time, permanent

Location: Cheltenham

Reports to: Events Systems and Support Manager

Team: Events

Business unit: External Relations



Role purpose:

To build, manage, and support all event websites and software technical solutions in line with company brand and strategy.

Key duties and responsibilities:

- Plan, build, and deliver event registration web-based solutions, that meet the needs of the events strategy, departmental operational plan, and longer-term growth plan.
- Be responsible for and maintain the online booking portal (currently Eventsforce and D2i Engage), to include all visitor and delegate event registration websites and reporting.
- Coordinate support requests from internal and external customers, and monitor resolutions and feedback.
- Manage reporting and data for online event management systems.
- Deliver the online technical requirements associated with data protection requirements in the Events Centre of Excellence.
- Liaise with internal and external colleagues and clients, and coordinate new web projects.
- Listen to and understand customer needs, interpret a client brief, and deliver high levels of customer service.
- Design, build, and implement all event websites in line with UCAS branding and communication policies.

- Implement agreed technical initiatives/projects, including on-site delivery if required.
- Train staff in the use of the online event management system as required.
- Be responsible for the online technical aspects of all events-based, customer-facing websites.
- Work with colleagues and suppliers, building and managing relationships to ensure maximum benefit from inter-departmental/supplier collaboration.
- Create and manage project plans to ensure the online technical solutions are delivered to the event schedule.
- Work within the Centre of Excellence framework, acquire allies, and enable interdependencies that will support the successful delivery of online technical solutions within a network of events.
- Work as part of a team to support the delivery of events as and where required (to include the on-site delivery of events).

Accountabilities:

Financial authorities:

- Responsible (in accordance with internal policy) for personal on-site expenses and travel expenses.

Non-financial authorities:

- Represent UCAS and UCAS Media while on-site at events.

Primary customers/stakeholders:

- UCAS member course providers and other education providers.
- Commercial organisations/companies.
- Charities and relevant information, advice, and guidance (IAG) providers.
- Platinum stakeholders to the organisation.
- External event organisers (service providers).
- Schools and colleges.

Person specification:

- Logical thinker, methodical, with a keen eye for detail.
- Experience of coordinating online or technical projects.
- Knowledge and understanding of higher education and its sector influences is desirable.
- A persuasive and confident team player – positive, honest, energetic, flexible, and hands-on whenever necessary.
- Ability to coordinate multiple projects, and be adaptable and flexible during and out of office hours.
- Excellent interpersonal, presentation, organisational, oral and written communication skills, with an ability to work to, set, and meet deadlines.
- Working knowledge of all MS Office Packages, with experience of using content management system (CMS) packages to produce websites.
- Experience of producing apps using a CMS and D2i Engage and Eventsforce would be beneficial.
- Maintain a flexible approach towards working hours, travelling to and from meetings and events (including overnight stays where required).
- Must hold a full, clean driving licence.

This role profile sets out the scope and main duties of the post at the date when it was drawn up. Such details may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the level of the post. All UCAS employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.

Our values in action

Customer – We always look through the customer lens. The logic of the customer is the logic of UCAS.

Commitment – When we commit, we deliver on time, quality, and budget, or we negotiate changed commitments for good reason. We never leave commitments uncovered.

Team – We work collaboratively. When we commit, we commit as an individual and as a team. We strive for and support team success as well as individual success.

Outcomes – We plan and do things to achieve outcomes. We define them, aspire to them, and deliver them.

Agility – We know we need to be agile when we look through the customer lens, when we make commitments, when we work in teams, and strive for the right outcomes.

Extraordinary – We are ambitious for our customers, for UCAS, and for our teams. We want more than ordinary outcomes – we strive to achieve extraordinary outcomes, extraordinary customer focus, and an extraordinary culture of high performance and quality of focus.