



JOB DESCRIPTION

Title:	Short Course & Social Events Administrator
Responsible to:	Short Course and Events Manager
Responsible for:	Short Course & Events Administration and student experience
Location:	Huntingdon Centre
Hours of Attendance:	Normally 37.5 hours per week. The appointee will be expected to work flexibly to meet the requirements of the post

PURPOSE OF THE POST

To ensure the administration of short courses is run efficiently and effectively and kept to the high standards expected by the College at all times, and to enhance student experience across all campuses

1. Main Areas of Responsibility

- 1.1 Short course & events co-ordination
- 1.2 Organise discounted access for students for local services, events and social clubs
- 1.3 Organise staff and student activities and events
- 1.4 Keep updated with content entered on Cawpers, student VLE, alumni, website and social media as appropriate
- 1.5 Matrix – Information, Advice and Guidance
- 1.6 Health & Safety

2. Short Course Co-ordination

- 2.1 Update and maintain course information on the short course CPD system, various websites for CPD marketing and the Admin Database as required
- 2.2 Monitor course attendance records and flag areas of concern to Short Course and Events Manager
- 2.3 Prepare registers, evaluations, name cards, training certificates and manuals for courses held at Huntingdon Centre
- 2.4 As event lead meet external lecturer, ensure delegates receive housekeeping information, supervise hospitality including checking catering requirements for short courses that take place from the Huntingdon Centre
- 2.5 Summarise course evaluations and circulate as required



- 2.6 Process manual bookings and payments as required including clinical coach and standardisation bookings, with associated tasks including sending booking confirmation emails
- 2.7 Liaise with Short course and Events Manager and delegates regarding cancelled courses
- 2.8 Assist with booking of rooms and resources for courses as required
- 2.9 Respond to enquiries within a timely manner
- 2.10 Administer bespoke training provision and invoice accordingly
- 2.11 Check catering orders for course requirements

3. Social Events

- 3.1 Negotiate with vendors to achieve the most favourable terms in liaison with the marketing and Alumni teams.
- 3.2 Evaluate events and submit management reports
- 3.3 Build and maintain relationships with local business to the benefit of our staff and students
- 3.4 Regular meetings with student representatives to understand and meet wider student needs

4. School of Learning & Development (CAW staff training school)

- 4.1 Provide admin support for School of Learning & Development
- 4.2 Administer staff training as per learning and development procedures

5. General Office Administration

- 5.1 To cover in the absence of other members of staff
- 5.2 To comply with all of The College of Animal Welfare Ltd, CAW Publishing Ltd and Vet Skill Ltd policies and procedures
- 5.3 To comply with The College of Animal Welfare Ltd, CAW Publishing Ltd and Vet Skill Ltd Health & Safety Regulations
- 5.4 To carry out other duties as appropriate to The College of Animal Welfare Ltd, CAW Publishing Ltd and Vet Skill Ltd requirements and as requested by the Principal

6. Internal & External Room Bookings

- 6.1 Assist with administering booking requirements and process accordingly
- 6.2 Assist with booking of rooms and resources in conjunction with the Short Course and Events Manager and the relevant centre administrators.
- 6.3 Assist with the invoicing for external room bookings as appropriate.
- 6.4 Assist with room booking in conjunction with the Short Course and Events Manager and the relevant centre administrators to ensure client satisfaction

7. Events Administration

- 7.1 Take responsibility for the successful delivery of events as agreed with the Short Course Manager

- 7.2 To support Short Course and Events Manager with the delivery of events. Deputise for Short Course and Events Manager on agreed events
- 7.3 Identify and source exhibitors for events delivered by the Short Course and Events team. Maintain correspondence with exhibitors from first point of contact leading up to the events including providing an exhibitor manual
- 7.4 Assist with delegate bookings for events including processing booking forms, booking confirmation emails, invoicing for delegate places where relevant and dealing with enquiries from delegates
- 7.5 Assist with exhibitor packs and any relevant information collated
- 7.6 Liaise with the Short Course and Events Manager regarding catering requirements for events
- 7.7 To co-operate with colleagues, share information and advise on other projects where appropriate
- 7.8 To provide support to your team members during particularly busy times (and vice versa)
- 7.9 To attend events as needed – this may involve weekend and evenings for which you will receive equal time back in lieu
- 7.10 Assist with the production of invoices and send in a timely manner

8. Open Days

- 8.1 Assist with the organisation and promotion of Centre Open Days
- 8.2 Liaise with Academic Manager regarding bookings received

9. Assist with Reception

- 9.1 Cover shifts on reception as required on the rota
- 9.2 Assist with reception tasks e.g. incoming and outgoing post, meet and greet of external visitors as required
- 9.3 Assist with hospitality as required

10.0 Information, Advice & Guidance

- 10.1 Provide all learners and potential learners with accurate and up to date information and advice that enables them to make informed choices about lifelong learning and work
- 10.2 Be impartial and signpost people to the most relevant and appropriate source of information, advice or guidance
- 10.3 Actively promote high quality information, advice and guidance
- 10.4 Listen to what clients of our service say about our provision and continually improve our delivery

11. Health & Safety

- 11.1 Implementing and monitoring health and safety standards and procedures within the post-holder's area of accountability in order to secure compliance with statutory requirements, HSE recommendations, and the College's health and safety policy

- 11.2 To comply with The College of Animal Welfare Health & Safety regulations.
- 11.3 To ensure that student's safety is considered at all times
- 11.4 To take care of your own and others safety
- 11.5 To use equipment, substances etc in accordance with the training and instructions received
- 11.6 Notify the Principal or H&S Committee representative of anything that might be considered a danger to Health and Safety

Equal Opportunities

The College of Animal Welfare undertakes not to discriminate unlawfully, either directly or indirectly, against a job applicant or one of its own employees. The College is committed to equal opportunities. Appointments are open to members of the community on an equal basis.

Attributes	Essential	Desirable	How Identified
Education level/ Qualification	<ul style="list-style-type: none"> • L2 Literacy and Numeracy • Willing to undertake essential CPD • Full clean manual driving licence 	<ul style="list-style-type: none"> • Level 2 qualification in ICT i.e. • Level 2 qualification in Customer Service or Business Administration 	<ul style="list-style-type: none"> • Sight of qualifications documents • Application form
Experience	<ul style="list-style-type: none"> • Effective telephone/communication skills • Good time management • Good presentation of work • Accuracy • Front facing customer service 	<ul style="list-style-type: none"> • Event management 	<ul style="list-style-type: none"> • Application form • References
Knowledge & Ability	<ul style="list-style-type: none"> • Ability to work methodically and on own initiative • Ability to work to and meet deadlines • Ability to maintain a high level of accuracy and confidentiality • Comply with CAW H&S regulations as outline in the H&S policy • Ability to work as part of a team 		<ul style="list-style-type: none"> • Application form • References • Interview
Attitude/Disposition	<ul style="list-style-type: none"> • Presentable • Organised • Keen to contribute • Receptive to training • Be honest and trustworthy • Be respectful • Be flexible 		<ul style="list-style-type: none"> • References • Interview



	<ul style="list-style-type: none">• Demonstrate sound work ethics		
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