

Job Description for Brighton Chamber Events & Admin Assistant – January 2019

Job title	Events & Admin Assistant
Reports to	CEO
Location	Chamber office (within Brighton)

Role Summary

Providing excellent admin support for the Chamber events programme and membership by assisting our Events Manager and the Chamber team. This will ensure the smooth running of the events and help to marketing membership and events to an increasing audience.

Key tasks and responsibilities

Supporting the work of the Events Manager

Events

- Setting up Eventbrite booking pages
- Liaising with speakers re copy etc
- Booking speakers, team, guests onto events
- Updating projects software to share with the team
- Collecting attendees' details when missing, checking dietary requirements
- Dealing with attendees' bookings and enquiries, refunds and transfers
- Monitoring event booking
- Sending out event confirmations
- Event prep: badges, reserved signed, attendee lists etc
- Attending events, managing sign-in, packing up etc
- Follow-up after events with photos, info etc
- Uploading photos and sharing
- Setting-up events surveys in SurveyMonkey and preparing reports
- Keeping CRM up to date with speakers and venue info

Sponsors

- Liaising with sponsor to collect their logo and copy, tickets and raffle details etc so they have a good experience with us

Marketing

- Collating info about events for press releases
- Sharing event info on listings sites
- Using the website and social media to promote the events, speakers (before, during and after)
- Setting up email marketing mailers

Members

- Welcoming and at ease chatting with attendees at events to help us and them understand how to make the most of membership

- Collecting testimonials about events
- Arrange member meet-ups (for Head of Member Engagement)
- Member enquires (re-setting log-in, questions about events calendar and website...)
- New member tasks such as activate their profile, follow on social, add to the CRM
- Building report with our team of Chamber ambassadors to know how they like to get involved

Research

- Venues, speakers and topics
- Maintain and update our list of speakers and venues

Other

- First point of contact for enquiries by email
- Support the team's work when required
- Petty cash
- Manage stationary stocks and keep office tidy
- Any other duties as directed
- Adhere to company policies

Key skills/Person specification

- Outgoing and sociable and at ease with chatting informally and about the Chamber
- Excellent communication skills – written and verbal
- Excellent attention to detail
- Methodical and organised
- Able to prioritise and meet deadlines
- Creative and problem-solving skills – a can do positive attitude
- Able to work well in a team
- Able to use initiative and take responsibility

Desirable

- Knowledge of CMS systems and use of social media for business
- Marketing experience
- Event experience

Our values

- **Friendly** – a warm welcome and active listening
- **Relevant** – understanding of what our members want and need and providing that
- **Collaboration** – with our team, with members, partners and wider Business eco-system
- **Innovation** – creative solutions, embracing change and continuous development
- **Inclusive** – embracing difference and an open and transparent approach across all that we do include with our own team
- **Communications** – to deliver a stand-out service to members and our stakeholders
- **Focus on results** – and productivity and going that extra mile to ensure we are sustainable

The salary details are £17,550-£19,000 depending on skills and experience of the person. This role is a one-year contract initially.

To apply for the position of Events & Admin Assistant please read the job description here and send your CV with a covering letter telling us:

1. How your skills and experience would make you a suitable candidate for the role
2. 300 words about how being organised and with great attention to details has helped your work up to now.

Deadline for applications is Sunday 20 January. We look forward to hearing from you.

Please send your CV and covering letter to Bee Nichols at office@businessinbrighton.org.uk