

Events and Business Support Officer Role Profile

Salary:	Band 2
Working Hours:	Full Time – 35 hours per week (32 hours over four days during 4-day week pilot)
Contract:	Fixed Term, Maternity Cover
Reporting to:	Office Manager
Direct reports:	
None but will aid with supporting the student roles and external providers	
Overall purpose/accountabilities:	
Coordinate, support and deliver a programme of events and activities to support and enhance the student, staff and visitor experience at the University of Sunderland in London (UoSIL).	
Plan, coordinate and deliver office management and Business Support functions, ensuring the smooth day-to-day running of campus operations.	
Contribute to the delivery of an effective business support and finance function, working collaboratively with a wide range of colleagues across the organisation.	
Deliver and champion excellent customer service to all stakeholders at all times.	

Job Description

<p>Provide guidance and practical support to colleagues to commission and deliver successful events and activities, including:</p> <p>Management and coordination of events programme and calendar Coordinating, booking and delivering catering and facilities requirements and set-up Coordinating with Timetabling team to book rooms for events and functions Support office management activities including booking travel and accommodation for staff Support for payments processes Support for purchase and supply Events ticketing, registration and bookings Project manage events and activities as required.</p> <p>Supporting a high standard visitor experience at UoSIL events that meets our customer service standards and health and safety requirements.</p> <p>Develop, enhance and promote the use of university processes, standards, templates and guidance to facilitate successful events planning and delivery. Support colleagues and students to use these.</p>
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With support and direction from the Office Manager, develop, enhance, promote and maintain general business support processes, standards, guidance, templates and related information for staff and students use as appropriate.

Order event and catering supplies and ensure they are securely stored, review the stock regularly and keep records.

Order office supplies and ensure they are re-stocked as required.

Keep track of office equipment used for events, workshops conferences.

Process payments for events goods and office supplies.

Monitor and respond to business support and events queries, ensuring requirements are planned and met, and that responses meet our customer service standards.

Contribute to the overall evaluation and development of business support functions which include finance, events and facilities. Collect feedback from customers and provide analysis and evaluation when required.

Ensure SharePoint, Teams and other relevant channels are maintained and used effectively to actively support facilities and business functions. (Relevant training will be provided)

Coordinate, review and develop streamlined booking functions for facilities and events provision.

Supported by the Office Manager, co-design and deliver briefings, training and knowledge sharing sessions for staff and students to support effective engagement with all elements of the business support function, such as finance process basics, booking form basics, events processes and procedures.

Provide admin support such as minute taking, setting up meetings as and when required.

Supervise the work of student roles, and external providers, to ensure smooth delivery of events, activities, facilities and business support functions.

Manage post and courier services - work with reception and couriers to ensure goods are sent in timely manner and manage deliveries.

Primary contact for Wayleadr (carparking app), responsible for ensuring the smooth operation of on-site parking. Acts as the main point of contact for university staff and approved visitors, providing support and guidance related to parking arrangements.

Arrange taxi bookings for graduations, for students and staff when required.

Provide flexible support to the wider teams during key periods such as enrolment and graduation, assisting with tasks as needed to ensure smooth operations.

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Promote and encourage the practice of the University's equality and diversity principles in contacts with all staff, students and partners and promote corporate values through all streams of the role.

Commitment to effective delivery of an excellent student experience to all learners.

Any other duties commensurate with the nature of the job, as determined by an appropriate manager.

Identify and participate in continuous professional development as appropriate.

Other factors:

A flexible approach to work is required, as occasional working outside normal hours may be needed to fulfil the role requirements.

This job requires manual handling.

This role will form part of the Fire Warden team (full training provided).

Person Specification

Essential	Qualifications Educated to 'A' level standard or equivalent experience
	Experience Experience of successful event planning, organisation and delivery. Experience of purchasing goods for events and liaising with suppliers. Experience of supporting office management activities. Experience of working in a customer service role.
	Skills & Attributes Effective verbal, written and presentational skills. Excellent organisational, planning and time management skills, able to deliver within a fast-paced environment. Excellent communication and interpersonal skills with a proven ability to build and maintain positive relationships with a wide range of stakeholders, and to persuade, challenge and negotiate where needed.

	<p>Strong IT skills, including proven competence in a variety of Microsoft Office packages including Microsoft Excel. The ability to learn new IT systems quickly.</p> <p>Strong attention to detail and confidence with budgeting and data/information management activities.</p> <p>An understanding of health and safety requirements related to workplace events, and how to effectively implement measures to ensure compliance.</p> <p>A flexible and collaborative approach to work.</p> <p>The ability to work within a team or work independently, and to use judgement and initiative to identify and resolve issues.</p> <p>A proven understanding of the importance of customer service with the ability to deal with competing priorities to a high level of customer satisfaction.</p> <p>The ability to produce good quality instructional and promotional materials.</p> <p>The ability to gather and use insights and evaluation data to develop and improve activities.</p>
Desirable	<p>Qualifications</p> <p>Events Management Qualification</p> <p>Health & Safety Qualification</p> <p>Fire Warden Certification</p> <p>First Aid qualification or a desire to complete training.</p>

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