

1. Job details	
Job title	Event Administrator
Salary band	Band 7
Accountable to	Event Admin Coordinator

2. Job summary
<p>The Event Administrator is responsible for handling customer enquiries and related administration processes for the delivery of first aid and ambulance provision at events throughout the region. The successful candidate will have a demonstrable record of performing excellent administrative duties including prioritisation and time management skills in a fast paced environment that delivers a continuous service.</p>

3. Main duties and responsibilities	
1	Receive, review and maintain contact with customers throughout the event business process. To be achieved using all communication channels including face to face meetings when appropriate.
2	Detailed operation of the event business process including enquires, bookings, resource allocation, after event reporting etc.
3	Maintain the Events Tracker. Support the production of reports including dashboards, KPI's and other management information.
4	Ensure all events are booked using DIPS (SJA event management system) and that any additional information, changes or cancellations are accurately recorded,
5	Undertake administration tasks on DIPS.
6	Liaison with SJA personnel regarding all matters relating to events.
7	Provide administrative assistance to the events delivery team as appropriate
8	Undertake day to day administration of any allocated national customer accounts and route enquires from other national accounts to relevant regional team.
9	Monitor volunteer numbers booked onto events and notify any shortfalls to the appropriate person or team.
10	Monitor the debtors list and list of barred organisations/individuals and following up on specific debtors when tasked to do so.
11	Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

4. Person specification			
This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.			
Requirements	Essential and desirable criteria		Method supporting assessment
	E	D	
Education and qualifications			
Educated to GCSE level or equivalent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience			
Use of computerised systems; Relevant planning systems and applications	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Familiar with a busy and demanding customer service environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Undertaking office administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Dealing with customer/employee/volunteer queries	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience of working in an events administration capacity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Skills, knowledge and abilities			
Excellent interpersonal skills with ability to communicate effectively at all levels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to use Microsoft® applications at intermediate level	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Excellent written and verbal communication skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to prioritise and show attention to detail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Capable of understanding the importance of customer service and working with service level agreements	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Motivation			
Ability to work on own initiative	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Willingness to adapt and learn new skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Willingness to travel and work out of normal office hours when required	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials:

Date of preparation: