# APPLICATION PACK

## VENUE COORDINATOR

Thank you for requesting an application pack for the position of **Venue Coordinator** at the Royal Society of Edinburgh.

**Application Pack:**

* **A Job Description including the job’s main tasks, competencies, skills & experience needed to do the job, Pay & Hours**
* **A Job Application Form**
* **Information about the Royal Society of Edinburgh**
* **An Equal Opportunities Monitoring Form**
* **A note summarising RSE non-pay benefits**
* **IT Skills Definitions**

**Job Application Form**

Please complete the job application form as fully as possible. If you need additional space for any section, continue on a separate A4 sheet. If you need any support filling in the form, do not hesitate to contact me.

**Equal Opportunities**

Completion of the Equal Opportunities Monitoring Form is optional.

**How to apply**

Your completed application and your Equal Opportunities Monitoring Form should be returned to the RSE HR Office **by Monday 07 May 2018 before 5 pm** at the following address:

HR Office

Ms Christel Baudère

The Royal Society of Edinburgh

22-26 George Street

Edinburgh EH2 2PQ

**OR e-mailed to** [vacancies@theRSE.org.uk](mailto:vacancies@theRSE.org.uk)

**Interviews**

If you are invited for interview, this will take place at the Royal Society of Edinburgh building on **Wednesday 16 May 2018** at a time to be confirmed.

**Postage**

Please check carefully the weight and size of the package before returning your completed application by post as the RSE incurs a charge for insufficient postage and delivery will be delayed.

**Eligibility**

In accordance with the Immigration, Asylum and Nationality Act 2006 The RSE, as an employer, has a legal responsibility to prevent illegal working and therefore must check that all employees are entitled to work in the United Kingdom. To do so we require to see original documents evidencing right to work in the UK before commencement of employment and this will be carried out at the interview stage. Details will be provided to candidates invited for interview.

**Feedback**

Please note that feedback will only be provided to candidates after interview.

Finally, I would like to thank you for your interest in the Royal Society of Edinburgh.

Yours faithfully,

Ms Christel Baudère

Senior HR Advisor

|  |  |  |  |
| --- | --- | --- | --- |
| **Job Title** | **VENUE COORDINATOR** | | |
| **Grade**  **Salary**  **Hours** | Grade: 2  Salary: £22,432 pa  Hours: Monday to Friday, 9.00 to 5.00 (35 hours per week)  (regular work out-with these core hours)  Permanent contract | | |
| **Starting Date** | 11 June 2018 | | |
| **Role** | To support the delivery and development of the hire of the RSE Venue and its related services | | |
| **Key Tasks** | * + To coordinate and supervise the delivery of Venue hires and the provision of related services   + To maintain Venue booking system and records   + To co-ordinate rooms set up support   + To support the sales and marketing of activities of the Venue   + As and when required, to undertake / support any other Venue related administrative tasks and / or reception duties | | |
| **General Competencies /Skills** | **ESSENTIAL**   * Previous experience in Venue/Conference Centre environment * Excellent customer services skills * Excellent administrative and prioritising skills * Good IT skills (database entry especially) * Excellent communications skills * Ability to network * Good problem-solving skills * Excellent team player * Ability to take work under pressure and use own initiative | **DESIRABLE**   * Sales/Marketing experience * Health & Safety @ work knowledge * Some experience in using Rendezvous booking system (training will be provided) | |
| **IT Skills** | **Word** | | **Excel** |
| Basic | | Intermediate |
| Outlook | | PowerPoint |
| Advanced | | Basic |
| CRM (Integra) Database | | Others |
| General Procedures Misc Procedures  Role Specific Procedures | | Website Content  Rendezvous Room Booking Database |
| **Staff Management**  **Responsibilities** | The post-holder has no management responsibilities | | |
| **Responsible to** | Venue Manager | | |
| **Customer Groups** | **External**: Varied  **Internal**: All RSE Staff & Fellows | | |

**Person Specification**

***To coordinate and supervise the delivery of Venue hires and the provision of related services***

* You receive and process enquiries for bookings (conferences, meetings, workshops, weddings) including providing quotations in accordance with the current prices for Venue hire
* You take enquiries through to confirmed bookings stage, consulting when required with the Venue Manager. You take responsibility for following-up requests from clients
* You gain an excellent knowledge of the RSE building and different room set-ups available within the building. You will therefore be able to provide the best advice to our clients with regards to their events.
* You coordinate requirements for catering, audio-visual and room layouts (including hiring equipment where required) liaising with our Facilities Officer/AV Technician and with the Catering Coordinator (Saltire) for bookings. You have a good understanding of AV requirements and working closely with the RSE Facilities Officer in charge of the AV material, you are able to provide quotes and relevant information to clients
* You act as the main point of contact on the day of the event with clients and respond to any queries and requests promptly.
* You regularly meet up with the Venue Manager and the rest of the Venue team to feedback on any issues and problems in order to remedy them for future events

***To maintain Venue booking system and records***

* You update the room booking system with final details ready for invoicing, including catering and equipment hire costs. You liaise with the Venue Manager/Finance Department as required about request received and you consult with the Venue Manager if in doubt.
* You ensure that data protection and records management procedures are followed

***To provide rooms set up support***

* Working as part of the Venue Team, you make best use of all the rooms facilities and services
* You ensure that all rooms are kept tidy before and after an event and refer any misuse or damage to the Venue Manager
* When required you support set up and strip down of any furniture and equipment

***To support the sales and marketing of activities of the Venue***

* Working closely with the Venue Manager, you continually assess and provide information about market competition
* You attend relevant workshops and networking events outside RSE
* You contact possible customers as a follow-up to attending the workshop / networking events
* You support the Venue Manager in gathering feedback from clients after events and share the results with the RSE Impact Officer
* You provide reports as requested by the Venue Manager on enquiries and bookings

***As and when required, to undertake / support any other Venue related tasks and / or reception duties***

* Working closely with the Venue Assistant, you will be based at the reception desk and undertake general reception duties if and when required
* You welcome clients, take calls and answer queries
* You maintain a good knowledge of the building to direct visitors and Fellows accordingly to their meetings
* You issue Purchase Orders when required
* You keep yourself regularly up to date with the RSE Fire Evacuation Policy and Procedures and attend any training organised by the RSE.
* You ensure that no doors or any objects are obstructing Fire Exits on the day of an event when on duty.
* You will know who to contact and what to do in case of an emergency.

**About the RSE**

The Royal Society of Edinburgh, Scotland’s National Academy, is an educational charity that provides public benefit throughout Scotland through a diverse range of activity including awarding research funding, informing public policy and delivering events across Scotland to inspire knowledge and learning.

The RSE’s mission, set out in its Royal Charter of 1783, is **“the advancement of learning and useful knowledge”.** Its contemporary purpose remains the same – the deployment of knowledge for public good: knowledge that contributes to the social and economic well-being of Scotland and its people and the nation’s wider contribution to the global community.

The RSE draws upon a body of elected fellows who are leaders and experts in their fields. The breadth of expertise and experience within the Fellowship ranges from life sciences, physical sciences and technology, to arts, humanities, social science, business, public service and civil society. The multidisciplinary breadth of the RSE – reaching well beyond the academic world – is a distinctive strength and unique within UK national academies.

Our staff group, is responsible for executing our programmes of activities and ensuring due governance is followed.

**OUR STRATEGIC FRAMEWORK**

Published in 2016, our [Strategic Framework 2016-2021](file:///N:\communications\corp_comms\strategic_framework\2016%20-%202021\Strategic%20Framework%2016-21%20Final.pdf) sets out the Royal Society of Edinburgh’s vision and strategic objectives for the next five years. It identifies the distinctive impact the RSE aims to make nationally and internationally, and the benefits that a vibrant multidisciplinary national academy can bring to Scotland.

The Framework sets out four strategic objectives to:

* ***Inspire*** and support Scotland’s most promising young talent across the research, business and public sectors, to create value for the economy and society;
* ***Engage*** on key contemporary issues by providing an impartial forum for public debate and discussion;
* ***Provide*** ***expertise*** to ensure that Scotland’s policy makers and influencers have access to the best national, and indeed global expertise;
* ***Promote*** Scotland’s interests and reputation on the global stage.

Alongside these strategic objectives, the Framework identifies four development aims:

* To create an active and more diverse Fellowship;
* To secure increased funding from a diverse range of sources;
* To enhance and widen the RSE’s outreach and impact;
* To redevelop our premises.

In line with the ambitions set out in the Strategic Framework the RSE is embarking on a major programme of business change, building on existing strengths, to further enhance the Society’s impact.

***APPLICATION FORM***

Please provide the information requested below outlining your experience and skills. You should then send your job application form to the RSE HR Office as soon as possible.

**1. Post Applied For: Venue Coordinator**

**2. Application No:** (for RSE use only)

**3. Your Details:**

|  |  |
| --- | --- |
| **Title** |  |
| **Forename** |  |
| **Surname** |  |
| **Address** |  |
| **Postcode** |  |
| **Telephone Number** |  |
| **Mobile Number** |  |
| **E-mail Address** |  |

**4. Do you need a work permit to take up this post? (please tick)**

Yes  No

**Application Number** (for RSE use only)

**5. Present Post**

**Job Title:**

**Employer’s details:**

**Date of employment (From – To):**

**Reason for leaving (if applicable):**

**Notice period required:**

**Role Purpose / Summary of responsibilities:**

**Application Number** (for RSE use only)

**6. Employment history**

Starting from the most recent first and working down the page. (Please, use a separate sheet if needed).

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Job Title** | **Employer** | **Responsibilities** | **Dates from** | **Dates to** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

**Application Number** (for RSE use only)

**7. Education or relevant courses**

|  |  |  |
| --- | --- | --- |
| **Subject(s)** | **Qualification achieved** | **Date obtained** |
|  |  |  |

**8. Membership of Professional Bodies**

|  |  |  |
| --- | --- | --- |
| **Full name of Organisation** | **Registration Number** | **Date obtained** |
|  |  |  |

**Application Number** (for RSE use only)

**9. Reasons for application**

Please provide an explanation of your reasons for applying for this position. You should demonstrate how your knowledge and experience matches the key tasks, skills and competencies in the job description. Please also state what you think you can bring to the role and the organisation. You may also wish to provide other information that may be relevant to your application such as your major achievements to date, personal qualities, interests or other skills and attributes. (Use a separate sheet if needed).

**Application Number** (for RSE use only)

1. **References**: Please give the names of two referees who can provide references on your suitability for the post, and who you are content the RSE approaches if required (do not enclose references with this application).

**Note that references will only be taken up for successful candidates following the interview.**

**I am content that the RSE approaches the referees below**

**(Please tick the box accordingly)**

**REFEREE 1**

|  |  |
| --- | --- |
| **Title** |  |
| **Forename** |  |
| **Surname** |  |
| **Address** |  |
| **Postcode** |  |
| **Telephone Number** |  |
| **Mobile Number** |  |
| **E-mail Address** |  |

**REFEREE 2**

|  |  |
| --- | --- |
| **Title** |  |
| **Forename** |  |
| **Surname** |  |
| **Address** |  |
| **Postcode** |  |
| **Telephone Number** |  |
| **Mobile Number** |  |
| **E-mail Address** |  |

**Application Number (RSE use only):**

**11. Where did you see the advertisement for this post?**

The Data Protection legislation regulates the use of personal data (“information”) about an individual and requires the RSE to receive your consent to use the information you give in this form and in any attachments to it, to assess your suitability for the post you have applied for. By signing this application form, you will be consenting to the RSE processing information for this purpose.

If you are unsuccessful, this form will only be kept in the RSE files for 3 months and will only be viewed by staff involved in the recruitment process. If you are successful, this form will be kept for the length of your employment with the RSE.

**Date:**

**Name:**

**Signature:**

**POLICY ON CRIMINAL RECORD DISCLOSURE**

In line with its overall recruitment policy, the RSE seeks criminal record information before making an offer of employment to a successful job applicant. The note below describes the process that will be followed and what happens to any information received. Please read it carefully.

The post for which you have applied requires the applicant who is successful at the interview stage to complete a personal disclosure of any unspent convictions, details of any cautions, reprimands and final warnings administered, and details of any charged offences. There will, also, be open and measured discussion on the subject of disclosure information at the interview stage. If an applicant fails to disclose relevant information at interview, it may lead to the withdrawal of an offer of employment, orfollowing appointment, disciplinary action being taken, which may include the termination of employment.

If an interview, or subsequent personal disclosure, provide information about a conviction, cautions, reprimands, final warnings administered and charged offences, RSE will assess the relevance of the information by considering:

* The seriousness of the offence and whether it is relevant to the protection and safety of RSE staff, others and RSE property.
* The length of time since the offence took place
* Whether there is a pattern of offending behaviour
* Whether an individual’s circumstances have changed since the offending took place, making re-offending less likely.
* Relevant information offered by an individual about the circumstances which led to the offence being committed
* The country in which the offence was committed; some activities are offences in Scotland and not in England and Wales, and vice versa.
* If the offence has since been decriminalised by Parliament.
* The degree of remorse, or otherwise, expressed by an individual and their motivation to change.

Personal disclosure information provided will only be used for recruitment purposes and will only be shared with those authorised to see it in the course of their duties. No image or photocopy of the information will be made. The Personnel Office will keep all information disclosed in a secure and confidential file for 6 months after the start of employment.

**RSE EQUAL OPPORTUNITIES MONITORING FORM**

As part of its commitment to diversity and inclusion, the RSE welcomes applications from all suitably qualified people and aims to employ a diverse workforce. To help us meet that aim we would be grateful if you could complete this form and return it to us. The form is completed on an anonymous basis, will not be used in the short-listing process for the post, and cannot be reconciled with your application.

The information you provide may, however, be stored on a computer system for the purposes of personnel administration and statistical analysis. It will be treated as strictly confidential and only be used for Equal Opportunities purposes.

|  |  |
| --- | --- |
| **Post Applied for** | Venue Coordinator |

|  |  |
| --- | --- |
| **Where did you see this vacancy advertised?** |  |

|  |  |
| --- | --- |
| **What is your age? (Please tick the appropriate box)** |  |
| **17-25** |  |
| **26-44** |  |
| **45-64** |  |
| **65+** |  |
| **Prefer not to say** |  |

1. **Gender - Please tick the appropriate box**

|  |  |
| --- | --- |
| **Female** |  |
| **Male** |  |

1. **Ethnic / Racial Origin**

Please indicate how you would describe your ethnic / racial origin from the selection below. (Ethnic origin is not about nationality, place of birth or citizenship, but about colour and broad ethnic group).

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **White** | **Black African** | **Black Caribbean** | **Black Other** | **Indian** | **Pakistani** | **Bangladeshi** | **Chinese** | **Other** |
|  |  |  |  |  |  |  |  |  |

1. **The Equality Act 2010 defines disability as a “*physical or mental impairment which has a substantial and adverse effect on a person’s ability to carry out normal day to day activities*”**

**Do you consider yourself to have a disability?**

|  |  |
| --- | --- |
| **Yes** |  |
| **No** |  |

🟑 Thank you for your co-operation in completing the form

**In addition to the basic salary paid, the RSE offers staff a generous package of rewards. The package includes:**

|  |  |
| --- | --- |
| **Salary** | * Subject to what we can afford, you may receive an annual pay award to maintain the real terms value of your pay. |
| **Contributory Pension Scheme** | * You can join the RSE AVIVA Group Pension Plan. You contribute a minimum of 3%. On your behalf, we pay a further contribution of 6% of your annual salary up to a maximum contribution of 12%, informed by your own level of contribution. Further information about the scheme is available here <http://www.aviva.co.uk> * AVIVA may accept transfers from other schemes so please check with them prior to applying for a transfer. |
| **Non-consolidated Awards**  **& Progression Awards** | * There is discretionary scope for you to receive one-off non-consolidated awards. * Over and above the Annual Pay awards, there is a discretionary scope for further pay progression. |
| **Annual leave** | * You get 30 days annual leave each year (pro-rata for part-time staff) |
| **Public Holidays** | * You get 9 days public holiday (pro-rata for part time staff). |
| **Sick Absence** | * You receive sick absence pay once you have satisfactorily completed your probation period. The period of paid absence increases progressively according to your length of service and reaches, after 4 years of service, full pay for 26 weeks absence and half pay for a further 26 weeks absence |
| **Family Leave** | * We recognise and fully comply with your legal rights in relation to paid (Adoption, Maternity & Paternity leave, Shared Parental Leave) and unpaid time off, and flexible working. Where your contracted salary is greater than the statutory minimum for paid time off, during, or for part of the absence, you will be paid your contracted salary. In addition to these legal rights, you can also, depending on the circumstances, receive paid “Family Responsibility Leave” to cover unforeseen family circumstances. |
| **Childcare Vouchers** | * We have a childcare voucher scheme to support working parents cope with their responsibilities. All staff can join the scheme after having successfully completed their probation period. |
| **Performance Management** | * We care about your performance and development and assess, manage and support it through our performance review system. |
| **Flexibility with medical appointments** | * We are flexible in how we deal with dental and medical appointments. We expect these to be arranged out-with your normal hours of work, but we recognise that for many reasons this might not always be possible. Where that is the case we exercise discretion, and provide reasonable time off during your normal working hours to attend your appointment. |
| **Healthy Working Lives** | * We are part of the Healthy Working Lives Award Programme. We obtained our Bronze Award in 2005 and have obtained our Silver Award in July 2011 and since then maintained both Awards. A group of staff volunteers organise events focussing on health promotion, occupational health and safety, health and the environment, raising awareness about mental health and well-being and we are working towards the Gold Award. * Types of Events: Health Checks for staff (diabetes, cholesterol, BMI, Blood Pressure), Big & Healthy breakfast, Running Club at lunchtime, Pedometer Competition, Walking group, social cycle rides at the weekend, training on First Aid for baby and child for all new parents, event of information on Cancer, Salt Intake, Legal Highs, etc. |
| **Support with VDU** | * As part of the Health and Safety at Work legislation, employers are required to designate which staff members are classed as regular users of computers. We have designated that all staff fall into this category. * Employers also have an obligation to provide eye tests, or a facility, which will allow staff to have their eyes tested so that their ability to see the screen properly can be assessed. We are committed to complying with this obligation by paying for eye tests related to computer usage only. * Additionally, if a member of staff requires glasses **for computer use only**, we will contribute to the cost for an amount of up £45 * We organise online DSE checks for all staff and monitor these as part of our wellbeing programme |
| **Occupational Health** | * To help support the health & well-being of staff in the workplace, we are registered with the Lothian Health Occupational Health & Safety (LHOHS), which is an arm of NHS Lothian’s Primary and Community Care Division * LHOHS provides a range of occupational health services when they are needed. These services include guidance and advice on legal; requirements, support and advice on health-related issues, promotion of health in the workplace, and counselling. * The service is available to all staff, individually and collectively. Anyone wishing to draw on it should speak to the HR Office, which has the contact details and can advise on appropriate courses of action (Physiotherapy, Counselling, helping with Mental Health issues, etc…) |
| **Learning & Development** | * We support your learning and development and have a budget dedicated to these activities as well as an annual Learning & Development programme. You can also apply for up to a 50% contribution towards the costs of maintaining or achieving a professional membership or qualification. |
| **Travel Loans** | * You can apply for an interest free loan to cover the cost of a public transport season ticket. |
| **TOIL** | * You may get time off in lieu (TOIL) to compensate for time worked out-with normal hours at our request, which is not already compensated through your annual leave entitlement. |
| **Scone Club** | * Each Friday morning at 11.00 am we have a “Scone Time”, where we break for a brief period to eat our scones and put the world to rights! Joining the “Scone Club” is optional. If you do it will cost you £1.25 per month. |
| **Give as you earn** | * We are committed to supporting you should you wish to donate to charities directly from your monthly salary. The Direct Donation allows you to personally nominate your own favourite charity or charities to benefit from regular donations straight from your pay. Giving through your pay is tax free and flexible. You can make donations to any charitable or voluntary organisation in the UK. This can include places of worship, schools, scout groups and many other organisations. We pay the administration fee to the scheme and all your donation will therefore go to your nominated charity. |



**IT Skills Definitions**

**Word**

|  |  |  |
| --- | --- | --- |
| **Basic** | **Intermediate** | **Advanced** |
|  |  |  |
| **Getting Started** | **Using Mail Merge** | **Working with Forms** |
| Exploring the Word window | Creating form letters | Creating forms |
| Creating and saving documents | Working with data sources | Modifying forms |
| Printing Documents | Creating mailing labels | Protecting and printing forms |
| Getting Help |  |  |
|  | **Working with Sections and Columns** | **Working with Excel Data** |
| **Editing Documents** | Creating and formatting sections | Working with Excel data in word |
| Opening and navigating in documents | Working with multiple columns | Creating Charts in Word |
| Automated tasks | Working with text in columns | Performing calculations in tables |
| Editing text |  |  |
| The undo and redo commands | **Formatting Tables** | **Working with Large Documents** |
|  | Table formatting basics | Master documents |
| **Moving and Copying Text** | Borders and shading | Footnotes and endnotes |
| Selecting text | Table AutoFormat | Indexes |
| Cutting, copying, and pasting text | Drawing tables | Bookmarks and cross-references |
| Finding and replacing text |  |  |
|  | **Managing Document Revision** | **Creating Macros** |
| **Formatting Characters and Paragraphs** | Using track changes | Recording and running macros |
| Character formatting | Comparing document versions | Modifying and deleting macros |
| Using tabs |  | Using macros in forms |
| Paragraph formatting |  | Creating custom menus |
| Advanced paragraph formatting | **Working with Styles** | Customising toolbars |
|  | Defining and Applying styles |  |
| **Creating and Managing Tables** | Modifying and deleting styles |  |
| Creating tables | Using Styles to create outlines |  |
| Working with tables | Using AutoText and AutoFormat |  |
| Modifying tables |  |  |
|  | **Headers and Footers** |  |
| **Controlling Page Layout** | Different headers and footers |  |
| Creating headers and footers | Page numbering |  |
| Working with margins |  |  |
| Working with page breaks | **Printing Options** |  |
|  | Advanced Printing options |  |
| **Proofing and Printing Documents** | Labels and envelopes |  |
| Checking spelling and grammar |  |  |
| Previewing and printing documents | **Working with Graphics and Objects** |  |
|  | Working with graphics and clip art |  |
| **Web Features** | Inserting WordArt and symbols |  |
| Saving documents as web pages | Applying watermarks |  |
| Working with hyperlinks | Using drawing tools |  |
| Emailing documents |  |  |
|  | **Document Templates** |  |
|  | Using /creating templates |  |

**Excel**

|  |
| --- |
| **Basic** |
|  |
| **Getting Started** |
| Spreadsheet terminology |
| Exploring the Excel window |
| Getting help |
| Opening and navigating workbooks |
| Closing workbooks |
|  |
| **Entering and Editing data** |
| Creating workbooks |
| Entering and editing labels and values |
| Entering and editing formulas |
| Saving and updating workbooks |
|  |
| **Modifying a Worksheet** |
| Moving and copying data |
| Moving and copying formulas |
| Using absolute references |
| Inserting and deleting ranges |
|  |
| **Working with Large Worksheets** |
| *Viewing options* |
| - Adjusting zoom |
| - Using Freeze Panes |
| - Using Split Window |
| *Hiding and displaying data* |
| - Hiding rows and columns |
| - Creating an outline |
| *Printing large worksheets* |
| - Page Break preview |
| - Working with page breaks |
| - Printing multiple sheets |
|  |
| **Working with Multiple Worksheets and Workbooks** |
| *Using multiple worksheets* |
| - Navigating between sheets |
| - Moving and copying sheets |
| Linking worksheets |
|  |
| **Using Functions** |
| Entering functions |
| Using AutoSum |
| Using AVERAGE, MIN, and MAX |
|  |
| **Formatting Worksheets** |
| Formatting text |
| Formatting rows and columns |
| Number formatting |
| Using Format Painter and AutoFormat |
|  |
| **Printing** |
| Preparing to print |
| Page Setup options |
| Printing worksheets |
|  |
| **Creating Charts** |
| Chart basics |
| Modifying charts |
| Printing charts |

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| --- |
| **Intermediate** |
|  |
| **Working with Multiple Worksheets and Workbooks** |
| - Creating 3-D formulas |
| - Consolidating data |
| *Linking workbooks* |
| - Creating a formula to link workbooks |
| - Using the Paste Link option |
| - Maintaining links |
|  |
| **Working with dates** |
| *Entering date functions* |
| - TODAY function |
| - NOW function |
| Date and time formats |
| Using dates in formulas |
|  |
| **Conditional formulas and formatting** |
| The IF function |
| *Conditional formatting* |
| - Based on a cell value |
| - Based on a formula |
| - Identifying cells with conditional formatting |
| - Copying conditional formats |
|  |
| **List Management** |
| *Working with lists* |
| - Structure of a list |
| *Sorting and filtering lists* |
| - Simple sorting |
| - Sorting by multiple columns |
| - Using AutoFilter |
| *Advanced filtering* |
| - Using custom filter |
| - Using Advanced Filter |
| Adding subtotals to a list |
|  |
| **Documenting and Auditing** |
| *Comments* |
| - Viewing, adding, editing and deleting comments |
| *Auditing features* |
| - Tracing formula errors |
| *Protection* |
| - Protecting a worksheet |
| - Protecting cell ranges |

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| --- |
| **Advanced** |
|  |
| **Using logical functions** |
| *Naming ranges* |
| - Creating named ranges |
| - Using named ranges in formulas |
| The IF function (recap) |
| Creating nested IF functions |
| AND and OR functions |
| Combining logical functions |
|  |
| **Working with lookups** |
| The VLOOKUP function |
| The HLOOKUP function |
|  |
| **Advanced list management** |
| *Using data validation* |
| - Setting criteria for entry of text, values and dates |
| - Creating a dropdown list |
| *Using database functions* |
| - Setting up criteria |
| - DSUM |
| - DAVERAGE |
| - DCOUNT |
|  |
| **Macros** |
| Creating macros |
| Using the macro recorder |
| Viewing and editing macro VBA code |

**Outlook**

|  |
| --- |
| **Getting Started** |
| Exploring the Outlook window |
| Getting Help |
| Previewing Items |
| AutoPreview |
| Reading Pane |
| Reading pane options |

|  |  |
| --- | --- |
| **Mail Messages** | |
| Composing mail messages | |
| Addressing Messages | |
| Editing Message Text | |
| Formatting text | |
| Paragraph Alignment | |
| Spelling and Grammar Checker | |
| Sending Messages | |
| Saving unsent messages | |
| Cancelling messages | |
| Receiving and reading mail messages | |
| Moving between messages | |
| Replying to and forwarding messages | |
| Forwarding Messages | |
| Inserting data into a message | |
| Attaching files and objects to a message | |
| Opening attached files | |
| Saving an attachment | |
| E-Mail Accounts | |
| Add an e-mail account | |
| Remove an e-mail account | |
| Make an e-mail account the default | |
| Have replies sent to a different e-mail account | |
| Change an e-mail account name | |
| **MESSAGE OPTIONS** |
| Importance |
| Sensitivity |
| Ask others to vote in a message |
| View vote responses to a message |
| Read and Delivery Receipts |
| Have replies sent to |
| Do not deliver before |
| Expiry Date |
| Flagging Messages |
| AutoSignature |
| Message Icons |

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| **ORGANISING MAIL MESSAGES** |
| Deleting Messages |
| Deleting messages permanently |
| Automatically empty the Deleted Items folder |
| Working with Folders |
| Creating Folders |
| Renaming a folder |
| Expanding and Collapsing a folder |
| Moving and Copying Folders |
| Deleting Folders |
| Moving Messages |
| Copying an Item |
| Public Folders |
| Creating a public folder |
| Setting permission levels |
| Finding Public Folders |
| Sorting items |
| Finding Items |
| Advanced Find |
| Filtering Items |
| Mailbox Cleanup |
| Out of Office |
| Marking Messages as Read and Unread |
| Printing Messages |
| Recalling Sent Messages |
| Changing Column Headings |

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| **ADDRESS BOOKS AND CONTACTS** |
| Global Address Book |
| Personal Address Book |
| Editing a Personal Address Book |
| Creating a personal distribution list |
| Editing a Personal Distribution List |
| Contacts |
| Creating a contact |
| Viewing Contacts |
| E-mailing a Contact |
| Locating Contacts |
| Flagging Contacts |
| Sending contact information to others |

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| **USING THE CALENDAR** | |
| Moving Between Dates | |
| Scheduling Appointments | |
| Setting an Appointment Reminder | |
| Recurring Appointments | |
| Mail Messages | |
| Booking Meetings | |
| Group Schedules | |
| Setting Up Events | |
| Using the TaskPad | |
| Using Categories | |
| Creating Categories | |
| Calendar Colouring | |
| Viewing the Calendar | |
| TaskPad Views | |
| Printing the Calendar | |
| Customising the Appearance of Calendar | |
| **THE TASKS LIST** |
| Working with Tasks |
| Editing Tasks |
| Deleting a Task |
| Viewing Tasks |
| Marking Tasks as Complete |
| Assigning Tasks |
| Tracking Assigned Tasks |

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| **NOTES** |
| Creating, Editing and Deleting Notes |
| Changing the View of notes |
| Changing Notes Defaults |

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| **SHARING FOLDERS** |
| Delegate Access permissions |
| Sharing Private Folders |
| Permissions tab |
| Remove sharing permissions for a folder |
| Open another person's folder |
| Add someone else's folder(s) to the Navigation Pane |

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| **ROUTING SLIPS** |
| To route a file |
| Review tracked changes and comments |

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| **WORK OFFLINE** |
| Remote Mail |
| Offline folders |
| Work offline using Exchange Server |
| Synchronise the folders |
| Set up dial-up networking |
| Specify the folders you want to be available for offline use |
| Synchronise folders manually |
| Synchronise folders automatically |

**Powerpoint**

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| **Powerpoint Overview** |
| User interface overview -Title Bar, Menus / Ribbons,  Tri Pane View (Normal) |
| Using Help |
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| **Creating a New Presentation** |
| Creating A New Presentation and Saving |
| Adding New Slides - entering & editing Text |
| Slide Layouts - Title Slide, Bulleted List,  Two Column Text |
| Changing the slide layout |
| Creating Blank Slides |
| Adding Freeform Text |
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| **Formatting Text** |
| Selecting Text and Selecting Placeholders |
| Formatting Text |
| Formatting Backgrounds |
| Formatting Numbered and Bulleted Lists |
| Slide Master |
| Format Painter |
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| **Powerpoint Views** |
| Normal (Tripane) View |
| Slide Sorter View |
| Notes Pages View |
| Slide Show View |
| View in Black and White |
| Viewing Slide Miniature |
| Print Preview |
| Outline View |
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| **Drawing Tools** |
| The Drawing Toolbar |
| Drawing basic shapes freehand |
| Creating regular shapes |
| Formatting Shapes including 3D, Shadows and  Fill Effects |
| Creating Auto Shapes, Moving and Copying |
| Working with Guides and Visible Grid |
| Aligning & Distributing Objects |
| Flipping and Rotating Objects |
| Ordering and Grouping Objects |
| Inserting and formatting text within a shape |
| Inserting WordArt |
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| **Graphics and Clipart** |
| Inserting Clip Art |
| Moving and Resizing |
| Re-colouring Clip Art |
| Grouping and Un-grouping Clip Art |
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| **Tables and Charts** |
| Create a table |
| Adding text |
| Inserting columns and rows |
| Enhancing a table with formatting |
| Create a chart |
| Editing the Chart Type |
| Editing the Chart Options |
| Create an organisation Chart |
| Editing an organisation Chart |
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| **Slide Masters and Templates** |
| Viewing the Slide Master |
| Adding a company logo to every slide |
| Formatting the background |
| Colour Schemes |
| Format Title Area and Object Area |
| Adding Headers & Footers |
| Inserting a second Slide Master |
| Preserving a Slide Master |
| Viewing the Title Master |
| Editing the Title Master |
| Applying Design Templates |
| Slide Design Task Pane |
| Creating your own design Template |
| Apply your own design template |
| Change the settings of the default design |
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| **Transitions and Animation** |
| Transition Effects |
| Building Bullet Points |
| Animating a Chart |
| Previewing Animations |
| Animation Schemes |
| Custom Animation |
| Path animation |
| Animating multiple objects simultaneously |
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| **Slide Shows** |
| Rehearsing the timing of a Presentation |
| Controls to use during slide shows |
| Slide Navigator |
| Hiding Slides |
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| **Printing Presentations** |
| Print Preview |
| Printing Handouts |
| Printing Notes Pages |
| Printing Outline View |

**Integra Database**

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| **General Procedures** |
| INDIVIDUAL |
| Create Individual Record |
| Amend Individual Record |
| ORGANISATION |
| Create Organisation (Parent) |
| Create Organisation (Non Parent) |
| Amend Organisation |
| CONTACT |
| Create Contact (Individual) |
| Amend Contact (From Individual) |
| Amend Contact (From Contact) |
| Amend Contact (From Organisation) |
| COMMITTEE |
| Create Committee Member |
| Amend Committee Member |
| Contact Committee Member (Bulk Mail) |
| Contact Committee Member (Export Email) |
| Contact Committee Member (Mail Merge) |
| **Misc Procedures** |
| Perform Queries |
| Run Reports |
| Run Mail Merge Reports |
| Amend Merge Documents |
| Create Merge Documents |
| Run Data Output |
| Amend Data Output |
| Create Data Output |
| Use To Do List |
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| **Role Specific Procedures** |
| These will be unique to each team and based on the |
| same principles as the General Procedures |
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**Other Software Packages**

**Sage 200**

**SageHR50**

**Pagemaker**

**Quark**

**In Design**

**Photoshop**

**Dreamweaver**

**Publisher**

**Website Content**

**Rendezvous Booking Database**

**Integra Database**