



Communications and Events Administrator – Job Description

Job Title:	Communications and Events Administrator
Reports To:	Communications and Events Manager
Position within structure:	Team Member
Salary:	£23,000 Full time salary which equates to £13,800 for 21 hours
Work Location:	Hybrid: on agreement including home working and from Greyfriars Charteris Centre, 138-140 Pleasance, EDINBURGH, EH8 9RR
Travel Requirements:	Throughout Scotland and rarely in the UK
Contract Type:	12 months fixed term 21 hours This role is for one employee for 21 hours per week.

	ACOSVO Overview – Job Purpose
ACOSVO Vision	Our vision is that voluntary sector leadership in Scotland is influential, resilient and trusted.
ACOSVO Aims	<p>Voice</p> <p>We will advocate with, and for, voluntary sector leaders so the sector can make its full contribution to Scotland's future.</p> <p>Challenge</p> <p>We will support leaders to have the skill and confidence to hold the hard conversations that are needed to make the changes we seek for Scotland.</p> <p>Change</p> <p>We will work with leaders to drive innovation to deliver a fair, inclusive, diverse and sustainable Scotland.</p>
ACOSVO Staff Values	<p>Courageous</p> <p>Authentic</p> <p>Open to challenge</p> <p>Collaborative</p> <p>Inclusive</p>

Job Purpose	<p>1. Undertake Events and Communications Administration</p> <p>2. Deliver high quality service to ACOSVO, its stakeholders, partners & members, embodying ACOSVO's Staff Values</p>
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Job Purpose	Job Responsibilities
1	<p>The Communications and Events Manager will be closely involved in training, instructing and leading on the Events & Marketing Administrator's work and will set tasks and project works such as;</p> <ul style="list-style-type: none"> • Support the Communications and Events Manager to organise and deliver online and in person events by compiling delegate packs, booking venues and catering. • Issue pre and post events communications to delegates including evaluation forms. • Act as first point of contact for anyone contacting ACOSVO regarding events or communications and responding to email enquiries on behalf of the team and ensure timely responses to all enquiries and signposting as required. • Assist with communications administration such as scheduling social media posts, proof reading, preparing communications, creating mailings, and general social media tasks. • Assist with the administration of the ACOSVO website such as adding events links. • Data entry to maintain and check computerised records, to ensure up to date mailing/distribution lists and also the administration of online ticket purchases • Provide additional support to the Communications and Events Team as required.
2	<p>As part of Team ACOSVO;</p> <ul style="list-style-type: none"> • Ensure Team ACOSVO are focused on membership, meet associated membership growth/income targets through delivery of membership journey/touchpoints process • Improve member experience to ensure their needs are always ACOSVO's primary focus; ensure swift resolution of issues; be innovative & adaptive to member needs in way that enhances ACOSVO's reputation

	<ul style="list-style-type: none"> • Ensure all records are updated and maintained • Ensure adherence to policies and procedures including Health and Safety and GDPR • Work collaboratively with colleagues at all times • Lead by example constantly role modelling positive attitude, setting standards in terms of tone & behaviour, showing genuine care & concern for colleagues • Maintain & upgrade professional knowledge & practice through relevant training/research • Work flexibly with colleagues to deliver ACOSVO's objectives including supporting member events and activities • Undertake any task within jobholders skills and abilities as may be requested from time to time by line manager/colleague
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Person Specification

	Person Description
Essential	
Education & Qualifications	Educated to level 4 of Scottish Credit & Qualifications Framework or equivalent
Experience	<p>Experience working as part of a team Experience of working with customers or clients in any setting Organisational and administrative skills Commitment to Equality, Diversity and Inclusion Demonstrates honesty and integrity in actions</p>
Characteristics	<p>Reliable, efficient, resourceful, well organised, approachable, enthusiastic and empathetic Ability to exercise initiative as well as take direction and deliver to deadlines Written & oral communication skills, using forms of communication appropriate to audience; Asking relevant questions to clarify understanding; comfortable handling member / non-member enquiries. You must be comfortable communicating with members, prospective members and other stakeholders maintaining a friendly but professional attitude</p>
Sector Experience	No experience necessary
Leadership Knowledge	No experience necessary
Membership Knowledge	No experience necessary
Financial Experience	No experience necessary

Technical Knowledge	Comfortable using Microsoft Office applications; ability/willingness to learn about ACOSVO databases & any related systems.
IT/Systems Knowledge	Comfortable using Microsoft Office applications Competent in editing, storing and sharing documents
Communicating & Influencing	Communication skills; uses forms of communication appropriate to audience; Asks relevant questions to clarify understanding; Presents succinct, clear, accurate information promptly either orally or in writing as required; Follows logical sequence
Planning & Organising	Can achieve targets & work plans; Prioritises workload; Works as part of a team; Seeks guidance when necessary; Keeps appropriate people informed of progress in key areas; Able to take direction and deliver to deadlines. Flexible approach to undertaking work activity Ability to meet targets by prioritising your workload effectively to deliver to deadlines.
Analysis & Problem Solving	Understands how to work on a problem by breaking down into parts
Desirable	
	Experience of organising & marketing events is desirable but not necessary if other relevant experience can be demonstrated
	Knowledge of social media platforms, Canva, and Mailchimp are desirable but not necessary