



## Communications and Events Administrator – Job Description

<b>Job Title:</b>	Communications and Events Officer
<b>Reports To:</b>	Communications and Events Manager
<b>Position within structure:</b>	Team Member
<b>Salary:</b>	27,040 Full time salary which equates <b>to £13,906 for 18 hours</b>
<b>Work Location:</b>	Hybrid: on agreement including home working and from Greyfriars Charteris Centre, 138-140 Pleasance, EDINBURGH, EH8 9RR
<b>Travel Requirements:</b>	Throughout Scotland and rarely in the UK
<b>Contract Type:</b>	<p>Permanent, 3 months probationary period</p> <p>18 hours</p> <p>Please note that this role is for one employee for 18 hours per week. We are happy to consider any flexible working requests and also variable locations from the first day in role.</p>
	<b>ACOSVO Overview – Job Purpose</b>
<b>ACOSVO Vision</b>	Our vision is that voluntary sector leadership in Scotland is influential, resilient and trusted.
<b>ACOSVO Aims</b>	<p><b>Voice</b></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><b>Challenge</b></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><b>Change</b></p> <p>We will work with leaders to drive innovation to deliver a fair, inclusive, diverse and sustainable Scotland.</p>
<b>ACOSVO Staff Values</b>	<p>Courageous</p> <p>Authentic</p> <p>Open to challenge</p> <p>Collaborative</p> <p>Inclusive</p>

<b>Job Purpose</b>	<p>1. To assist in the delivery of the Events, Communications, and Marketing Duties.</p> <p>2. Deliver high quality service to ACOSVO, its stakeholders, partners &amp; members, embodying ACOSVO's Staff Values</p>
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<b>Job Purpose</b>	<b>Job Responsibilities</b>
	<p>The Communications and Events Manager will be closely involved in training, instructing and leading on the Communications and Events Officer's work and will set tasks and project works such as;</p> <ul style="list-style-type: none"> <li>• Support with the planning, and undertake organisational tasks for the ASCOSVO events programme</li> <li>• Delivery of online and in person events : compiling pre and post-event delegate packs, booking venues and catering, acting as moderator for online events through designated IT platform, and co-ordinate 'day-of' management for small in-person events.</li> <li>• Manage post-event evaluation forms and generate reports supporting monitoring of performance and collecting insight.</li> <li>• Communicate with external stakeholders such as event facilitators, networks and partnerships to maximise our events programme.</li> <li>• Exemplify approachable customer service as first point of contact for anyone contacting ACOSVO regarding events or communications and ensure accurate and timely responses to email enquiries on behalf of the team with signposting as required.</li> <li>• Undertake ACOSVO Social Media and Email marketing by creating monthly content calendars, proposing campaign ideas, scheduling social media posts, creating graphics, proof reading, creating mailings, and administering general communications tasks.</li> <li>• Assist with the basic administration of the ACOSVO website such as adding events links.</li> <li>• Data entry to maintain and check computerised records, to ensure up to date mailing/distribution lists, and the accurate administration of online ticket purchases.</li> <li>• Undertake maintenance and streamlining of internal processes as part of continuous improvement approach</li> <li>• Provide additional support to the Communications and Events Team as required.</li> </ul>

	<p><b>As part of Team ACOSVO;</b></p> <ul style="list-style-type: none"> <li>• Ensure Team ACOSVO are focused on membership, meet associated membership growth/income targets through delivery of membership journey/touchpoints process</li> <li>• Improve member experience to ensure their needs are always ACOSVO's primary focus; ensure swift resolution of issues; be innovative &amp; adaptive to member needs in a way that enhances ACOSVO's reputation</li> <li>• Ensure all records are updated and maintained</li> <li>• Ensure adherence to policies and procedures including Health and Safety and GDPR</li> <li>• Work collaboratively with colleagues at all times</li> <li>• Lead by example constantly role modelling positive attitude, setting standards in terms of tone &amp; behaviour, showing genuine care &amp; concern for colleagues</li> <li>• Maintain &amp; upgrade professional knowledge &amp; practice through relevant training/research</li> <li>• Work flexibly with colleagues to deliver ACOSVO's objectives including supporting member events and activities</li> <li>• Undertake any task within jobholders' skills and abilities as may be requested from time to time by line manager/colleague</li> </ul>
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### Person Specification

	Person Description
<b>Essential</b>	
<b>Education &amp; Qualifications</b>	Educated to level 6 of Scottish Credit & Qualifications Framework or equivalent. Commitment to Equality, Diversity and Inclusion and demonstrates honesty and integrity in actions.
<b>Experience</b>	Experience working as part of a team. Experience with task prioritisation, multi-tasking, organisation and administration. Experience of working with customers or clients in any setting.
<b>Characteristics</b>	Reliable, efficient, resourceful, well organised, approachable, enthusiastic and empathetic.

	<p>Ability to exercise initiative as well as take direction and deliver to deadlines. Strong written &amp; oral communication skills, using forms of communication appropriate to audience, asking relevant questions to clarify understanding; comfortable handling member / non-member enquiries.</p> <p>Must be comfortable communicating with members, prospective members and other stakeholders maintaining a friendly but professional attitude, with a keen comfort level using different marketing and comms IT platforms.</p>
<b>Sector Experience</b>	Understanding of Scottish Voluntary sector would be beneficial but not essential.
<b>Leadership Knowledge</b>	Understand ACOSVO's role in promoting and supporting excellent leadership in the voluntary sector.
<b>Membership Knowledge</b>	No experience necessary
<b>Financial Experience</b>	No experience necessary
<b>Technical Knowledge</b>	Skilled using Microsoft Office applications; ability/willingness to learn about ACOSVO databases & any related systems.
<b>IT/Systems Knowledge</b>	Skilled using Microsoft Office applications and Social Media Channels (LinkedIn & X). Competent in editing, storing and sharing documents. Competent using video conferencing platforms (Zoom & Teams), Canva, and email marketing platforms (MailChimp, SurveyMonkey). Experience using Wordpress and any CRM is preferred but not required.
<b>Communicating &amp; Influencing</b>	<p>Strong communication skills; uses forms of communication appropriate to audience.</p> <p>Asks relevant questions to clarify understanding.</p> <p>Presents succinct, clear, accurate information promptly either orally or in writing as required.</p> <p>Follows logical sequence.</p>
<b>Planning &amp; Organising</b>	<p>Can achieve targets &amp; work plans.</p> <p>Prioritises workload.</p> <p>Works as part of a team.</p> <p>Seeks guidance when necessary.</p> <p>Keeps appropriate people informed of progress in key areas.</p> <p>Able to take direction and deliver to deadlines.</p> <p>Flexible approach to undertaking work activity.</p> <p>Exercise a degree of self-management, using initiative, discretion and judgement.</p>
<b>Analysis &amp; Problem Solving</b>	Understands how to work on a problem by breaking down into parts.
<b>Desirable</b>	
	Experience creating content or video editing would be considered desirable, but not necessary.