

## Job Description

**Job Title:** Event Support Officer

**Department:** Programmes Team

**Reporting to:** Capacity Building Manager

**Basis of appointment:** Part time (23 hours per week minimum)

**Duration of contract:** Fixed term, until end of October 2024

**Location:** This role can be based in either London (UK) or Berlin (Germany) - hybrid working

**Salary:** £33,900 per annum (London) or 40,000 EUR per annum (Berlin)

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## Job Purpose

The Event Support Officer will support the planning of the Africa Regional Meeting, taking place at Waterford Kamhlaba, United World College of Southern Africa (WK UWCSA) 10-13 October 2024. This meeting will bring together staff and volunteers from all over the African continent and the wider international UWC community. As Event Support Officer, you will play a vital role in ensuring smooth operations and coordination for the meeting, and supporting meeting delegates in their preparation for the meeting.

## Key Responsibilities

- Book up to 40 flights and related travel arrangements:
  - Liaise with third party flight provider
  - Assist national committee volunteers with their flight bookings and travel itineraries
  - Support volunteers with visa application processes, in collaboration with staff at WK UWCSA.
- Coordinate with hotels: Liaise with hotels to confirm room bookings, payment processes, and any additional arrangements that are necessary
- Research and plan all logistical items:
  - Consult with local staff and volunteers to identify restaurants for group dinners.
  - Liaise with WK UWCSA to coordinate local travel between airports, WK UWCSA, accommodation and restaurants
  - Compile travel advice documents and other resources to provide local information for meeting delegates.
- Maintain project database on airtable, ensuring all data is correct and up to date
- Identify data anomalies and work with the team to correct these where possible
- Support in the development of a feedback mechanism to evaluate the success of the meeting
- Communicate with meeting delegates and multiple stakeholder groups, in an engaging and timely manner
- Collate and analyse data from feedback forms, following the meeting.

The above is not an exhaustive list of duties and you will be expected to perform other duties as required.

## Person Specification

### Essential: Knowledge, Skills and Experience

- Excellent verbal and written communication skills to provide timely responses to volunteers, hotels, airlines, and various stakeholders.
- Good analytical skills, with the experience and ability to analyse, interpret, and use data in day-to-day work and decision-making.
- Confident when working with large datasets, with a strong attention to detail.
- Technical Proficiency:
  - Strong IT skills and the ability to learn new databases/programs are essential.
  - Proficient in Google Workspace (Google Sheets, Google Docs) as well as Mailchimp

### Desirable:

- Knowledge of Eswatini and Mbabane is advantageous.
- Experience in coordinating large, international events
- Working knowledge of project management tools and approaches.
- Familiarity with Airtable and Canva is highly desirable.
- Understanding of the role of national committees and the UWC International Office within the larger UWC movement.

### Competencies

- Strong personal organisational skills with the ability to manage multiple tasks and deadlines effectively.
- A can do attitude, able to prioritise effectively and meet competing demands.
- Proven ability to work effectively in a team and across teams, in multiple time zones demonstrated through a cooperative attitude.
- Confident in working with reasonable autonomy, within agreed boundaries, to investigate and resolve problems.
- Capacity to successfully build straightforward relationships with stakeholders and can do so with reasonable autonomy within prescribed boundaries.
- Ability to maintain a high level of attention to detail even under pressure or faced with a new challenge outside the usual procedures.
- Ability to provide high-quality information and will include information outside of the scope of the request if deemed relevant.