

ROLE: EVENTS SUPPORT OFFICER

Salary	£30,875 to £31,688 per annum
Location	London, United Kingdom
Team	Operations
Line Manager	Senior Operations Manager plus matrix management arrangement
Line Reports	-
Hours	35 hours per week
Contract	12 months FTC
Grade	4B
Safeguarding	Basic

START NETWORK

We are tackling what we believe are the biggest systemic problems that the humanitarian sector faces. Start Network's vision is for a locally led humanitarian system that is accountable to people affected by and at-risk of crises. We aim to achieve this vision by making systemic-level shifts in the way humanitarian assistance is approached and delivered. To achieve this, we need a substantial change to the current structure evolving from the centralised structure of today to a dispersed, international network of hubs operating nationally and regionally. Our aims are to see:

LOCALLY-LED ACTION: We believe that a more balanced international aid system, which shifts power to those closest to the front-line, will generate more effective and appropriate responses for people affected by crises.

EARLY AND RAPID FINANCING: Our pooled funds enable fast and early action to tackle the kind of crises that are often overlooked by other funding mechanisms. Our risk financing pilots are introducing new ways of working that can save even more lives.

COLLECTIVE INNOVATION: New ways of working are needed to tackle the challenges we face. By innovating collectively, we can share expertise, insights, and perspectives to shape a more effective humanitarian system.

We are evolving into a decentralised "network of networks" in line with our vision. We are currently working with five national and regional hubs made up of civil society organisations in Pakistan, DRC, Guatemala, India, and the Pacific. They are developing locally owned ways of anticipating and responding to humanitarian crises. We aim to support the emergence and development of further hubs in the coming years. Our ultimate ambition is to devolve leadership and decision making to the hubs, while the central team transitions to become a service provider.

For more information about our values and strategic priorities, please visit our [website](https://www.startnetwork.org).

JOB PURPOSE

The Events Support Officer plays a key role in the delivery of Start Network's major and smaller in-person and online events and works across different directorates, teams and time zones to achieve this. They provide critical administrative and logistical support to event teams in the lead up to and during flagship events such as the Annual Assembly.

They participate in the planning, coordination and delivery of events, reporting to different event team leads, but are a member of the Operations team. In addition to supporting Start Network events, the Events Support Officer will work with teams who are participating in externally organised events, providing support as required.

The job is varied and will include duties ranging from contributing to discussions about venue selection to booking flights and arranging catering. In addition, the Events Support Officer will, from time to time, undertake administrative duties related to staff travel and other needs that may arise within the Operations team.

The Events Support Officer may have to work evenings and weekends on occasion and must be prepared to travel within the UK and abroad when required.

KEY ACCOUNTABILITIES

Event Support

- Work collaboratively across Start Network teams to support the planning and delivery of major and smaller in-person and online events, e.g. the Assembly and staff retreat.
- Undertake duties such as booking flights, accommodation, airport transfers, and producing visa application letters in large numbers.
- Provide onsite logistical and other support during events and deal with queries and problems raised by participants
- Support the definition of clear objectives, expectations, roles and responsibilities for each event.
- Coordinate catering, accommodation, visas, flights and participant expenses,
- Work closely with Operations and Finance colleagues to ensure compliance with Start Network travel and expenses policies, and in-country duty of care requirements.
- Collaborate with budget holders to ensure appropriate funding is allocated to each event and that expenditure is effectively managed.
- Liaise with the Communications team to ensure appropriate branding, marketing materials and online promotion are in place for all events.

Supplier and Stakeholder Management

- Research, assess and select suppliers based on cost, quality, creativity, responsiveness and value for money in consultation with Event organisers and other teams.
- Build and manage effective ongoing relationships with external suppliers, including venues, catering and travel providers.
- Act as a key point of coordination between Start Network and external stakeholders, triaging requests and escalating issues to appropriate decision-makers where required.
- Provide timely, professional and solutions-focused advice and support to participants and staff.
- Monitor delivery against agreed timelines and deadlines, proactively identifying risks or delays and escalating issues to the line manager, event organiser and other relevant colleagues as required.

Collaboration and Problem-Solving

- Collaborate closely with the Digital, Advocacy and Communications Officers to plan and deliver effective event communications across the Start Network website and social media channels.
- Support the communications around Start Network events, to ensure the correct use of brand to drive engagement through social media
- Act as a first point of contact for delegate queries, resolving issues promptly and professionally, and liaising with third-party suppliers and contractors as required.

Reporting and monitoring

- Work with event organisers to obtain qualitative and quantitative feedback.
- Monitor feedback and analyse event performance and engagement data to assess effectiveness and participant experience.
- Work with colleagues to evaluate event outcomes, capture learning and identify opportunities for improvement.
- Use insights and data to recommend changes and enhancements to future events and engagement approaches.

Other

- Support Operations staff with travel-related administration during busy periods.
- Undertake other Operations duties within the scope of the role which the Senior Operations Manager or Director of People, Operations and Assurance may request.

Experience and Essential Skills

- Experience of working in events organising teams
- Experience of coordinating international travel and good awareness of travel considerations, e.g. transit visas etc
- Excellent organisation, planning and administration skills to ensure consistency with the ability to multi-task and adapt to changing circumstances
- Excellent attention to detail and ability to lead and present progress on tasks
- Good problem-solving skills with a track record of raising issues in a constructive way
- Good verbal and written communication skills (in English) to deal tactfully and sensitively with a wide range of people, often at a distance
- Strong relationship building skills to work with internal and external stakeholders
- Good competency in MS Office, particularly Word and Excel, ability or willingness to learn to use other applications e.g. Asana
- Collaborates with others to achieve team goals
- Adaptability, flexibility and patience, working as an empathetic team player
- Remains calm and resilient under pressure

Desirable:

- Fluency or working level language abilities in French or Spanish
- Experience organising virtual or hybrid conferences and events