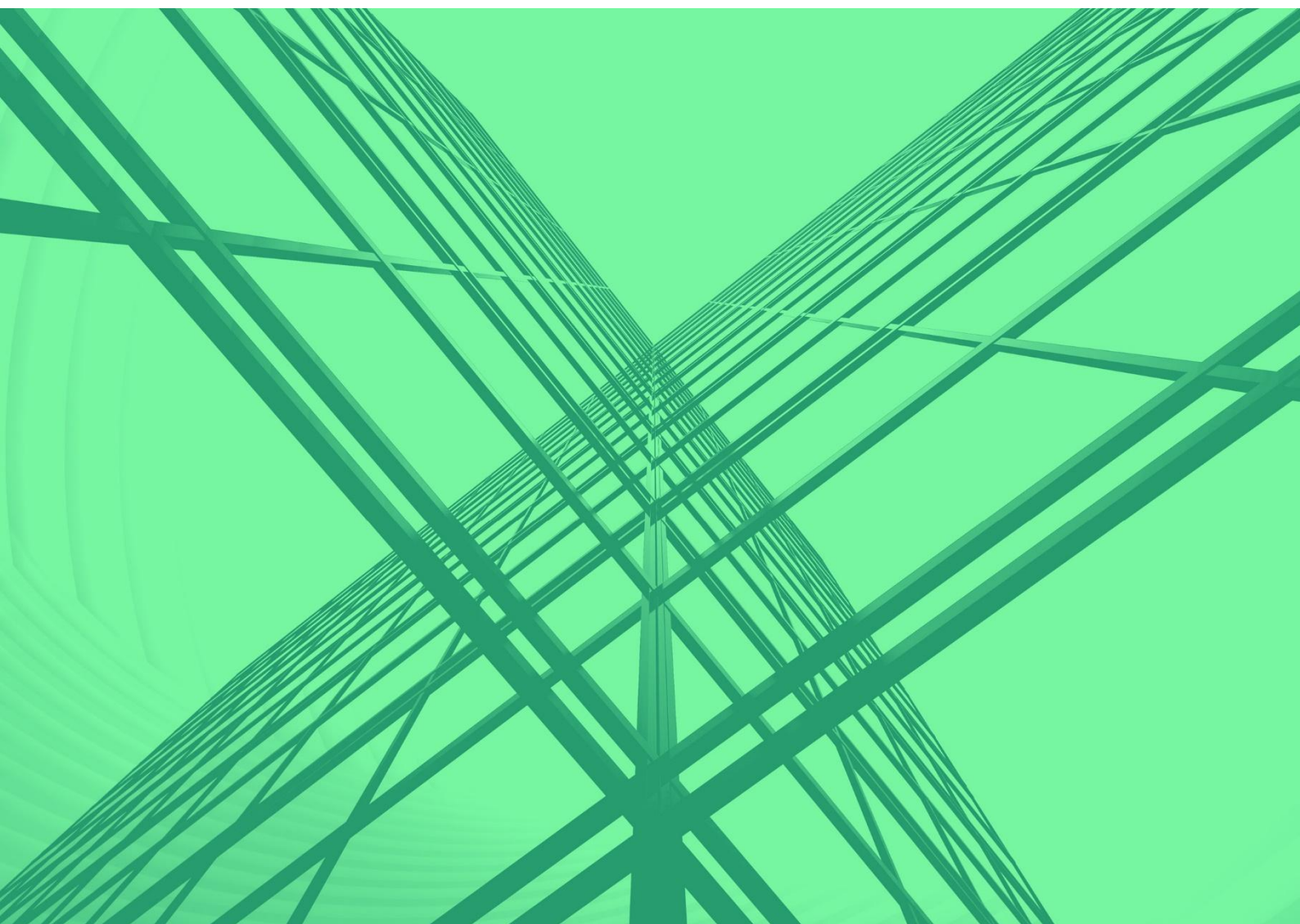


Training & Events Assistant

CANDIDATE PACK

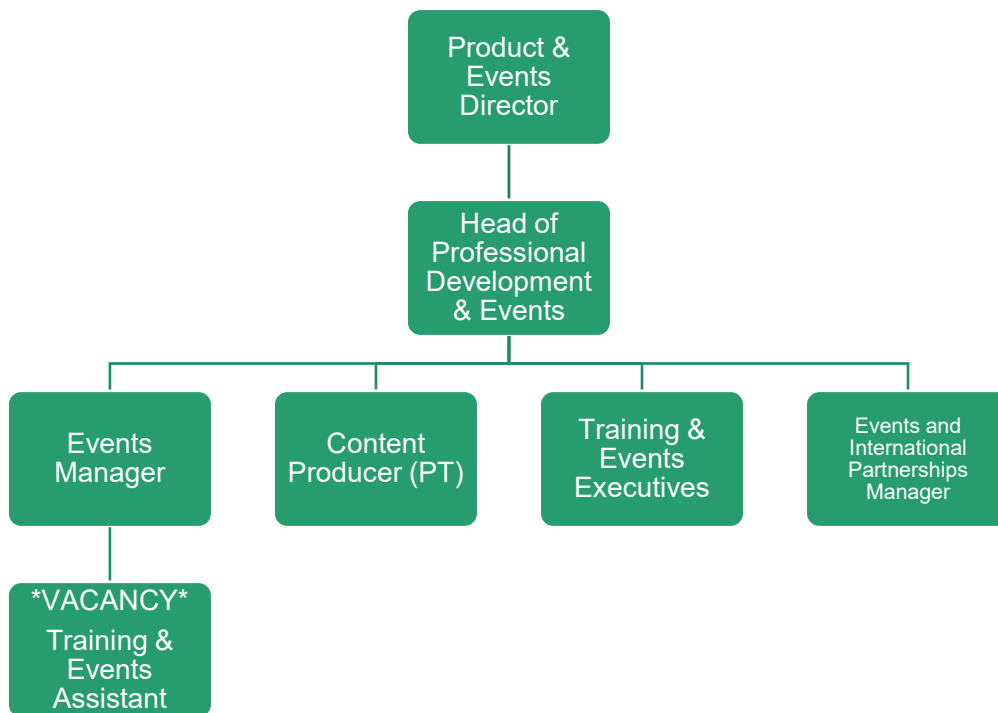
Full time

35 hours per week



The Events team

Our events team are a small team of 5 that report into the Head of Professional Development & Events.



We are seeking a Training and Events Assistant to join our busy, dynamic and energetic team. This is a new position that offers an opportunity to develop your skills in this demanding but rewarding industry. The team is responsible for delivering an annual CPD programme of training and events for structural engineers and built environment professionals. The Training and Events Assistant will support with the planning and delivery of a varied programme of events and products, ranging from CPD courses to conferences and celebration events. You should be highly organised with a good attention to detail, be competent in communicating with delegates and speakers/trainers and enjoy collaborating with a range of internal and external stakeholders.

Why work for the Institution?

Working for the Institution of Structural Engineers is an opportunity to learn, develop and make a difference.

Join our team of approximately 80 employees and help support our vision to lead, support and nurture the development of structural engineering worldwide.

Our head office is only a short walk from Barbican, Old Street and Farringdon. It's bright, modern and open-plan, supporting a collaborative environment.

We pride ourselves on the flexibility we can provide to our staff and offer a wide variety of benefits to enhance your work life balance and wellbeing as detailed later in this pack.

To thrive with us, bring:

- An open-minded and flexible approach. Enhance our diverse and inclusive team.
- A creative attitude to work. Help us strengthen and improve in a workplace where you are encouraged to innovate and share new ideas.
- Enthusiasm and commitment. Provide our members with the best service possible to maintain our worldwide respected status.
- A friendly and communicative approach. Fit into our small organisation where staff know each other well and strive to work collaboratively.
- The ambition to take on new challenges. We always look to the future to embrace change, so we continue to evolve.

For more information, please read on :

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More about us :

Our organisation, governance and values	page 9-11
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Job description and person specification

1. Job details

Job title: Training & Events Assistant

Reports to: Events Manager

Date: July 2026

Location: The Institution's HQ in London or elsewhere as reasonably required.

2. Job purpose

To provide administrative and logistical support in the planning and delivery of a programme of in-person, virtual and hybrid events and training courses which support the continuing professional development (CPD) needs of structural engineers and other built environment professionals.

3. Role and responsibilities

1. Assist with the completion of pre-event administrative tasks (send communications, prepare name badges, order catering etc) and support with the delivery of events on the day as required. The portfolio includes both online and in-person events.
2. Interact with trainers and speakers, answering questions, collating presentations, permission to broadcast, and providing on the day technical support for training & events.
3. Update and maintain the accuracy of financial records, process invoices, chase unpaid bookings and process refunds in line with the Institution's internal procedures and SLAs.
4. Support the Event Manager with the completion of tasks related to the Structural Awards entry, judging, shortlist announcement and ceremony.
5. Weekly reporting of events and course delegate and income tracking.
6. Daily management of event and training inboxes.
7. Create event webpages that promote events, courses and the Structural Awards.

4. General responsibilities

8. Build positive working relationships across Institution departments and externally.

9. Attend and proactively input into team/Directorate meetings
10. Make suggestions for improving processes and systems which support the efficiency of events administration and award applications.
11. To act in accordance with Data Protection laws and pro-actively focus on the quality of data in their own department.
12. Comply with all Institution Policy and Procedures.
13. Any other reasonable ad hoc duties as required.

5. Communications and working relationships

14. All employees of the Institution, especially the Learning & Development team
15. Panel and committee members, task group members and Regional Group representatives.
16. All Institution members
17. Industry partners and training coordinators.

6. Knowledge, skills and experience required

Criteria	Essential/Desirable
<u>Qualifications and knowledge</u>	
Good standard of education, ideally educated to Degree level or an equivalent vocational qualification	E
A knowledge and understanding of GDPR and Data Protection and its application.	D
Knowledge of events planning within an office environment.	D
<u>Skills</u>	
Excellent written and oral communication skills with the ability to communicate to a professional and technical audience of all levels.	E
Strong numerical skills with the ability to process basic financial information	E
Excellent organisational and time management skills with a systemised and methodical approach to managing multi-stream workload with the ability to work under pressure to meet tight deadlines	E

Sound judgement and problem-solving skills with the capacity to work autonomously and prioritise effectively	E
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Excellent written and oral communication skills, including negotiation techniques	E
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Adept at liaising with people at all levels and influencing a variety of internal and external stakeholders	E
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Attention to detail, accuracy and ability to check and update detailed, subject specialised, information	E
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Ability to work effectively within a team and with wider teams across the organisation to ensure products delivered achieve their attendance and revenue targets	E
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Willingness to work flexibly, be adaptable and resilient	E
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IT Skills:

Word/Outlook/Excel and PowerPoint to Intermediate/Advanced standard	E
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Proficient in using online webinar platforms such as Zoom, Cvent, a Client Relationship Management system (e.g Microsoft Dynamics).	D
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Experience

Supporting the organising and delivery of events both online and in-person.	D
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Administration experience in an office environment.	D
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Experience working in a membership or not for profit organisation.	D
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Other

Some UK travel, and international travel, on occasion, and out of hours/evening working will be required to deliver this role.	E
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Demonstrates an interest for, commitment to, and knowledge of the Institution and the role the organisation plays.	E
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This job description does not form part of the contract of employment and may be subject to change.

Salary and package details

Salary: £26,936 per annum (Starting salary)

Contract: Full time – 35 hours a week within a flexi-time system

Benefits: The Institution offers a range of non-contractual discretionary benefits including:

Benefits on commencement:

- Life Insurance (death in service benefit)
- Eye care and glasses- eye tests paid for and contribution towards any glasses specific for DSE use
- Access to some parts of the employee assistance programme
- Pension- can join the pension scheme from any date after commencement in Tier 1 (employer 6%, employee 3% minimum contributions)
- 25 days paid annual leave (increasing with service to 28 days) plus bank holidays and flexi leave
- Flu vaccination voucher

Benefits from three months:

- Pension- automatic enrolment in Tier one: employer 6%, employee 3% minimum contributions
- Pension- you can request to join Tier two: employer 9%, employee 5% minimum contributions
- Full pay sickness absence up to 65 days in a 12-month rolling period
- Income protection insurance: you may be eligible for this support if you are absent due to sickness for a continuous period of 13 weeks or more, subject to acceptance of the claim
- Full access to our employee assistance programme which includes a discounts and savings platform and access to additional health services (e.g. counselling, physio, 24 hour online GP, nutritionist and personal training sessions) via an app-based service

On successful completion of a 6-month probation period, you will be eligible to the following optional benefits:

- Private medical insurance (PMI) currently provided by AXA (voluntary and subject to tax and NI)
- Health cash plan, currently provided by BUPA (voluntary and subject to tax and NI)
- Reimbursement of an agreed and appropriate Membership subscription
- Season ticket loan (non-taxable)
- Cycle to Work Scheme
- Paid maternity, paternity, adoption and carers leave at rates of pay higher than statute, subject to service requirements as per the current policies.

How to apply: the recruitment process

Please submit an up-to-date CV and cover letter demonstrating how you meet the knowledge, skills and experience required for the role as described in the job description. The cover letter should be no more than 500 words.

To apply please see our [website](#).

On receipt, your application will be sifted by the recruitment panel and assessed against the criteria for the role. All successfully shortlisted candidates will be contacted by telephone and invited for interview. We reserve the right to close or extend this position depending on application numbers. Therefore, we would urge candidates to apply as soon as possible.

If you have not heard from the Institution within two weeks of your application, it is with regret that you have been unsuccessful on this occasion. Due to the volume of applications we receive we cannot write to all applicants.

Applicants must possess a current right to work in the UK. Applicants who do not have the right to work in the UK and/or require visa sponsorship in order to continue working in the UK cannot be considered.

The selection process will consist of a job-related assessment followed by a virtual interview with the manager for this post Lise Kroeyer – Events Manager and Conor Boyle – HR Resourcing and Support Executive.

The interview will comprise of competency questions designed to test your skills and experience required for this role. It also gives you the opportunity to ask any questions you may have about the role, the team or the Institution.

The second stage of the selection process will be a face-to-face interview with Lise Kroeyer –and Louise Tingley – Head of Professional Development & Events.

We want to support you. If you require any reasonable adjustments during our recruitment process, this could be for the application, assessment and/ or interview, please let us know as soon as possible so that adequate provisions can be made for you.

The Institution of Structural Engineers

With over 30,000 members working in 105 countries, we are the world's largest membership organisation dedicated to the art and science of structural engineering.

The Institution is an internationally recognised source of expertise and information concerning all issues that involve structural engineering and public safety within the built environment.

The core work of the Institution is to support and protect the profession by upholding professional standards and acting as an international voice on behalf of structural engineers.

Governance

The Institution of Structural Engineers is governed under its Royal Charter, bye-laws and the applicable regulations.

The Institution Council consists of the President, Vice-Presidents, past Presidents, representatives of regional groups and members who are elected for a period of three years. The Institution is supported by an executive of 70 staff. The Board is the governing body of the Institution. Its members are the Institution's Trustees.

Our values

We strive towards a structural engineering profession that is built on integrity, excellence, inclusivity and collaboration. Our aim is to secure a safe and sustainable world by advancing structural engineering, raising professional standards, and sharing knowledge.

- **Integrity** – We are committed to upholding the highest standards of ethical conduct in our practices and interactions.
- **Excellence** – We are focused on excellence in everything we do, setting high standards for ourselves and our members, valuing quality, innovation, and continuous improvement.
- **Inclusivity**- We are inclusive, we embrace diversity and value the contributions of individuals from all backgrounds, perspectives, and experiences, fostering a welcoming environment for all.
- **Collaboration** – We believe in the power of collaboration and cooperation, encouraging members to share knowledge, resources, and expertise for the collective advancement of structural engineering.

For more detailed information about the Institution please visit our [website](https://www.istructe.org).

Our Work

Climate Change

The climate emergency is the greatest threat to our planet. Structural engineers have a responsibility to help mitigate its effects by changing the way buildings and infrastructure are designed, commissioned and constructed. The Institution, our [Climate Emergency Task Group](#) and [Sustainability Panel](#), supports these vital efforts through its role as an international centre of knowledge, sharing information and opinion with its membership and beyond.

Resilience

The Institution support the efforts to build [resilient](#) communities- taking measures to avoid, reduce, resist and aid recovery from extreme events including Tsunamis, flooding, explosions and seismic events. Our [Humanitarian and International Development Panel](#) as well as our [Seismic and Dynamic Events Panel](#) includes experts from regions around the world. They help structural engineers confront the challenges faced by the poorest and most vulnerable people and progress activities to support the development and understanding of seismic and resilient design.

Safer Structures

Structural engineers consider the safety of structures from design and construction through to operation and demolition, in accordance with local legislation. The [Institution of Structural Engineers](#) along with [CROSS](#) investigates failures and near misses (including [Grenfell](#)) in order to share knowledge and insight to Structural Engineers to avoid any potential or future disasters.

Young Members

IStructE is committed to ensuring the profession of Structural Engineering is accessible to everyone. We offer tailored visits, events and networking opportunities to our [young members](#) to help them get support at a crucial time in their career. Our values extend to our work in [education](#) that encourages young people from diverse backgrounds to choose and access structural engineering careers.

Support

Our [Benevolent Fund](#) offers support to current and former IStructE members and their dependants going through tough times who may need financial support. Partnered with Anxiety UK, our members will also be able to quickly access therapeutic support if needed and have access to a range of learning materials to support managers and their staff on mental health awareness.

Organisational Structure

