

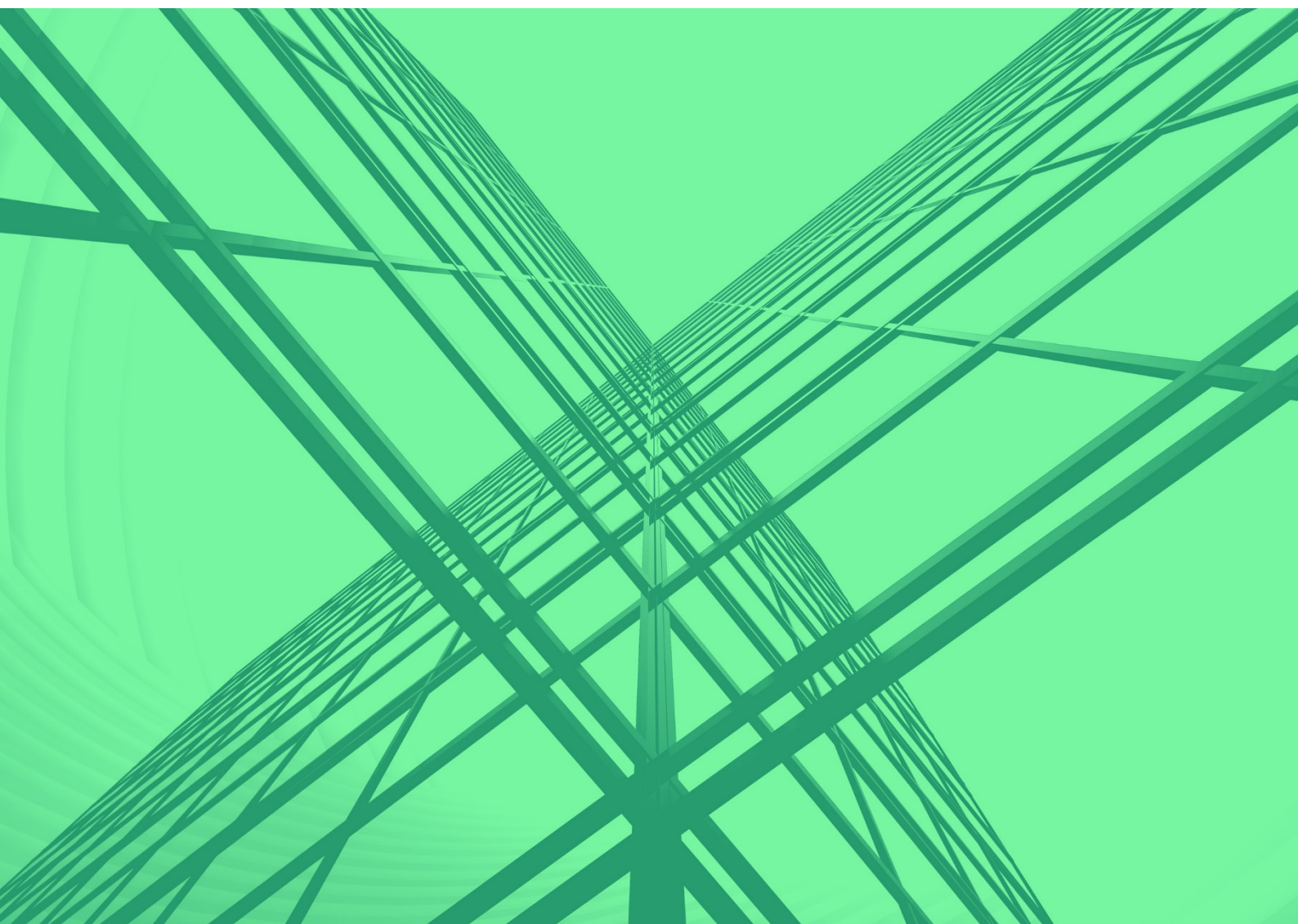
# Training and Events Coordinator

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**CANDIDATE PACK**

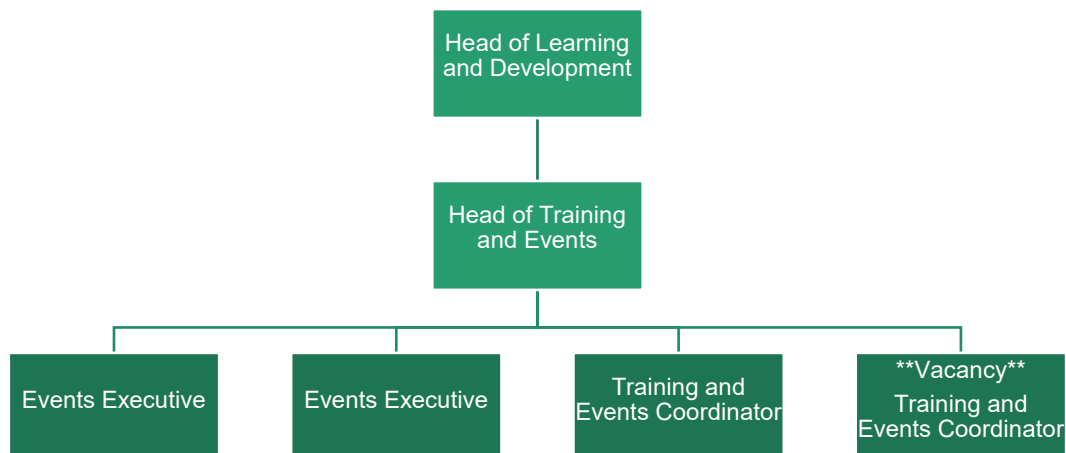
Full Time

35 hours per week



## The Training and Events Team

Our Training and Events team are a small team of five that report into the Head of Learning and Development.



We are seeking a Training and Events Coordinator to join our busy, dynamic and energetic team. The position will offer the ideal 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 opportunity has arisen due to the promotion of the current post holder within the organisation.

The Training and Events Coordinator is responsible for a varied portfolio of events and products, ranging from webinars and online lectures to CPD Courses. We are looking for someone that has experience delivering online and face-to-face events.

The role encompasses a range of responsibilities. You should be highly organised, able to manage multiple projects, be competent in drafting communication with speakers and delegates, 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 65 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 in to 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 :

Full job description and person specification                      pages 4 - 7

Salary and package details    page 8

How to apply    page 9

More about us :

Our organisation, governance and values                              page 10

Organisational Structure    page 11

# Training and Events Coordinator

## 1. Job details

<b>Job title:</b>	Training & Events Coordinator
<b>Reports to:</b>	Head of Training & Events
<b>Date:</b>	September 2021
<b>Location:</b>	The Institution's HQ, London or elsewhere as reasonably required.

## 2. Job purpose

To oversee the coordination and delivery of the training and events programme, from initial confirmation through to delivery and follow up under the direction of the Head of Training & Events.

To serve as first point of contact for speakers and participants.

To provide support to the Training and Events Team.

## 3. Role and responsibilities

1. Support the delivery of the Institution's training and events programme (currently comprised of 40+ online events, 70+ CPD courses and recorded bite-sized content).
2. Undertake responsibility for all pre-course administration, regardless of method of delivery, i.e. in person or online. Including delegate management, data entry, creation of web pages and printing and distribution of course collateral to ensure the course, event or content delivers the stated learning objectives.
3. Be responsible for speaker and trainer communication and management and act as first point of contact for any enquiries.
4. Lead on and manage events and courses as directed by the Head of Training and Events, regardless of method of delivery. Be on hand to answer and resolve any queries throughout the course or event.
5. Undertake and complete all tasks associated with the specific course or event as required in a professional manner, regardless of method of delivery.
6. Monitor and report on performance of events and courses.
7. Update and maintain accuracy of financial records, raise purchase orders, process invoices, chase unpaid bookings and process refunds in line with the Institution's internal procedures.

8. Create and administer delegate questionnaires for each course and event, evaluate and analyse results.

#### 4. General responsibilities

1. Develop and grow personal knowledge and expertise while developing, assisting and proactively supporting the provision of training and events.
2. Make suggestions for improving processes, systems etc. which support the efficiency and stability of the Institution.
3. Comply with all Institution Policy and Procedures.
4. Any other reasonable ad hoc duties as requested.

#### 5. Communications and working relationships

1. All members of the Institution, both existing and potential.
2. Key stakeholders, panels, other similar bodies, government, general public.
3. All employees of the Institution.
4. Third-party suppliers, commercial partners, sponsors, presenters and trainers.

#### 6. Knowledge, skills and experience required

Criteria	Essential/Desirable
<b><u>Qualifications and Knowledge</u></b>	
Good standard of education, ideally educated to Degree level or an equivalent vocational qualification	E
<b><u>Skills</u></b>	
Excellent event administration skills	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
Excellent written and oral communication skills, including negotiation techniques	E
Adept at liaising with people at all levels and influencing a variety of internal and external stakeholders	E

Criteria	Essential/Desirable
Attention to detail, accuracy and ability to check and update detailed, subject specialised, information	E
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
Willingness to work flexibly, be adaptable and resilient	E
IT Skills:	
Word/Outlook/Excel and PowerPoint to Intermediate/Advanced standard	E
Use of delegate management systems e.g. Cvent, EventBrite	E
Use of digital delivery platform e.g. Workcast, Zoom	E
<b>Experience</b>	
Planning, organising and delivering a variety of training courses and events, both in person and online (within an educational association or membership body)	E(D)
Acting as first point of contact; responding to and dealing with customer enquiries in a professional manner	E
Creating web copy, editing and proof-reading information for general release in line with brand guidelines	E
Basic financial processes e.g. debt chasing, PO creation, issuing refunds	E
Supporting the delivery of conferences and meetings including providing hospitality service, meeting room set up and clear down etc.	E
Venue sourcing and booking	E
<b>Other</b>	
The job holder may be required to work outside of normal office hours on occasion to support early morning and evening events.	E
The job holder may be required to occasional travel across the UK to review a venue	E

This job description does not form part of the contract of employment and may be subject to change.

## Salary and package details

Salary: circa £25,000 per annum FTE subject to experience  
(pro rata for part time hours)

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

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

From the join date:

- 23 days annual leave per annum plus bank holidays, rising with service; pro rata annual leave and bank holidays for part time hours
- Flexible working system whereby additional hours worked may be accrued and taken as flexi-leave
- Life Insurance – death benefit subject to scheme eligibility rules
- Participate in the Institution's pension plan arrangements

From the successful completion of the probation period, whilst provided at the Institution's discretion, may be subject to scheme eligibility rules:

- Private Medical Insurance
- Health Cash Plan
- Permanent Health Insurance
- Season Ticket Loan
- Reimbursement of one membership subscription to an agreed appropriate professional association, including this Institution.

The Institution reserves the right to exercise its discretion to amend or withdraw any or all of the above benefits.

## 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.

*The Institution does not hold a visa sponsor licence, therefore, 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 face to face interview with the manager for this post (Sunita Dhawan) and a member of the Human Resources Team. 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.

Applicants will be asked to specify whether there are any reasonable adjustments needed for them to participate in a selection process. Wherever possible and reasonable, we will meet any declared needs.

When applying you should ensure that you are available for the provisional interview dates below:

**First Interviews (remote):** **08 and 11 October 2021**

**Second Interviews (Bastwick Street Office):** **TBC**



## The Institution of Structural Engineers

With over 32,000 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 65 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 competence, accessibility, and community.

#### Competence

Championing competence is at the core of everything we do.

We offer a wide range of opportunities for our members to develop, refresh and extend personal competencies. We also help members specialise by offering tailored courses, resources and specialist qualifications.

#### Accessibility and diversity

We are committed to making the structural engineering profession more accessible. We are constantly reviewing our routes to membership to provide flexibility in the process, offering more choice for all our candidates.

We value diversity and the perspectives people from different backgrounds bring to the engineering profession. We work with other professional bodies and our members to identify and remove barriers to anyone becoming a structural engineer.

#### Community

We work to create an international community of structural engineering excellence, facilitated by our digital platforms, Regional Group activity and networks of special interest.

For more detailed information about the Institution please visit our [website](#).

# Organisational Structure

