

Events and Administration Officer Application Pack



Deadline for all applications: 12 noon Monday 8th February 2021

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Foreword from the Chief Executive

Dear Applicant

Thank you for your interest in applying to CO3. This application pack provides you with some information on CO3 and details about the role.

CO3 is a membership based charity; we are a mature, dynamic and strategic organisation. We have experienced considerable growth in our membership base and the range of services we provide so this is an exciting time to join our organisation. We have built our resilience through a social enterprise approach. CO3 has enjoyed considerable growth over recent years, our membership base has grown to over 700 members. We have developed a range of new services including executive recruitment and offer a wide range of services to our members that supports and develops their leadership.

This role offers an excellent opportunity for an ambitious and creative team player to help us provide an outstanding service to our members.

You will use your excellent communication skills to provide a friendly and welcoming service to our members. The responsibilities are varied and include events administration, event management and supporting the CEO as required providing administrative and membership support.

It is a busy and varied role that would suit someone looking to advance their career within events and administration within a supportive environment.

If you have the skills, qualifications, experience and commitment that meet the requirements of this role, we would welcome your application.

Yours sincerely

Nora Smith
Chief Executive

Background to CO3

Established in 1985, Chief Officers 3rd Sector (CO3) is a leading membership-based organisation that focuses on supporting, developing and connecting Third Sector leaders in Northern Ireland.

We have a growing membership base of almost 700 Third Sector leaders. Our members range from leaders of some of the largest charities and social enterprises through to small community and faith based groups. We also have a growing number of Corporate Partners, private sector leaders who feel the direct benefits of being part of the CO3 network.

Members work across all policy areas and connect to all government departments. Our members offer considerable expertise, services and innovation. Our members lead organisations that contribute resources and investment in public services, employ tens of thousands of people and have a considerable asset base to help strengthen the economy.

We are supported by a small staff team who work closely with members, as well as partner organisations in the private & statutory sector and government departments. CO3's capacity to deliver services has been enhanced in recent years. Membership numbers have increased substantially, from 60 in 1998 to over 800 in June 2019.

CO3 raises its income from a range of sources, membership fees, training, executive recruitment and a small proportion of government funding.

Our Strategic Aims and Priorities 2019-2022

1. Develop leaders | Build the leadership capacity of individuals in third sector organisations
2. Connect leaders | Connect third sector leaders to each other and other sectors
3. Recruit and select the best leaders | Support third sector organisations to get the best people into leadership roles
4. Improve third sector governance | Support the improvement in third sector governance and leadership capacity of trustees
5. Promote CO3 and the voice of third sector leaders | Promote CO3 and provide opportunities for the voices of third sector leaders to be heard
6. Promote and build membership | Expand, develop and engage CO3 membership
7. Manage human resources | Ensure CO3 has the staff and other personnel required to achieve its aims and objectives
8. Physical and financial resources | Ensure CO3 has the premises and other physical resources required to achieve its aims and objectives
9. Promote good governance | Ensure CO3 demonstrates best practice in its governance

Job Description

Post:	Events and Administration Officer
Line managed:	Member Services Manager
Hours of work:	20 hours
Salary package:	£20,000 pro rata (plus bonus scheme, 8% pension and wider salary package)
Conditions:	Permanent, <i>with</i> six months probationary period
Place of work:	Working from home initially in line with covid restrictions, with a blended home/office work environment post-pandemic
Probation Period:	Six months
Contract:	Permanent

The Key roles of the Events and Administration Officer are:

Event Management

- Responsible for the administration of the annual Conference and Awards, working closely with the Member Services Manager to ensure effective event management and execution
- Responsible for event administration of all CO3 networking events and training including organising travel, catering, room booking and logistics for events
- Organises the preparation, collation and distribution of Event Mailings, Delegate Information, Delegate Packs, Name Badges and Speaker Presentations as appropriate
- Responsible for the issuing of timely joining instructions for CO3 networking events to members
- Responsible for providing administration support on the evaluation of networking events and training

Administration

- Personal Assistant to the CEO
- Liaise and support CO3 Finance (processing invoicing, bank deposits etc)
- Main point of contact for answering telephone queries in the office and responding accordingly
- Keep up-to-date records on all stationery stock levels, replenishing as needed ensuring value for money is achieved

- Updating the membership database ensuring accurate records of members are kept and meet with GDPR
- Provide administration support to the Director of Development including proofreading, room booking and general administration relating to the development of social enterprise activities
- Preparation of paperwork associated with the delivery of the executive recruitment services.
- Provide administration support for the timely annual renewal of members
- Assist in the evaluation of all programmes and the preparation of information for impact/annual reports
- Administrative support to evaluate impact of events and programmes

Membership recruitment and retention

- Dealing and responding with membership queries
- Updating members details on CRM if requested
- Regular communication with new members including processing new members
- Membership promotion support
- Supporting the annual renewal of membership fees, working closing with Finance and the Member Service Manager to ensure the prompt payment of fees through a robust finance process

Office Management

- Ensures that all record keeping is up-to-date and meets with GDPR
- Organise a filing system for important and confidential company documents
- Maintain an up-to-date diary for the CEO
- Develop and maintain information-sharing systems for CO3 staff
- Take ownership of all office contracts for suppliers and equipment ensuring that value for money is achieved
- Ensure that all office contracts are up-to-date and renewed accordingly (insurance, lease agreement etc)

Person Specification

Essential Qualifications
Hold a third level qualification (or a minimum of seven years of relevant experience)
Essential Experience
Five years of experience of providing administration support including designing, implementing and maintaining efficient office systems and procedures
Experience of using databases or other corporate information systems
Experience in working with senior (Director) level members
Event management experience
Essential Knowledge
Understanding of the key service offerings of CO3
Skills
Demonstrates behaviours in accordance with CO3's values
Strong IT skills including MS Word, Excel, Outlook & PowerPoint
Organised and able to work to multiple deadlines
Ability to work in a collaborative and team-oriented environment
Strong problem-solving skills, a creative mind-set and the ability to work under pressure
Able to be a positive and outgoing advocate of CO3 to members and non-members across the region
Ability to prioritise workload to ensure that administrative responsibilities are fulfilled when working within a busy team environment
Efficient and calm when working under pressure on a variety of tasks simultaneously, to tight deadlines

Ability to solve problems constructively and propose practical solutions to difficulties
Excellent written and verbal communications skills, including accurate use of English and the ability to proof materials for sense and accuracy
A sharp focus on attention to detail and ensuring technical accuracy in all written work
Desirable
Experience of using marketing digital platforms such as Mail Chimp

General Duties

It is in the nature of the work that tasks and responsibilities are in many circumstances, unpredictable and varied. All staff are therefore expected to undertake work which may not be covered explicitly in the job description.

The nature of this role will involve supporting external networking outside of the confines of 9 am – 5 pm.

Selection Process

Please send a CV detailing your career history in chronological order and complete the Supplementary Questions document.

All applications must be received by email to Suzanne@co3.bz by 12 noon, Monday 8th February 2021.

If you would like to have an informal conversation about the role prior to applying please contact Suzanne on 07780585627.

Please insert the subject title Confidential – Events & Administration Officer in the email. If you do not receive a confirmation email within 24 hours of sending your CV for consideration, please email Suzanne@co3.bz

Candidates with a disability who require reasonable assistance will be facilitated upon request.

Shortlisting stage

To be shortlisted, candidates are required meet the following:

- Educated to degree level, or equivalent Experience (at least five years of personal assistant and/or event management support experience)
- Experience of using databases or other corporate information systems
- Experience in working with senior (Director) level members
- Good IT skills – MS Word, Excel & PowerPoint
- Organised and able to work to multiple deadlines
- Ability to prioritise workload to ensure that administration and event management responsibilities are fulfilled when working within a busy team environment

Interview stage

At interview stage, candidates will also be assessed against the following criteria:

- Skilled communicator with sound interpersonal skills
- Commitment to the ethos and values of CO3
- A high degree of personal and professional credibility to engender trust across our membership base
- Highly self-motivated and creative with the ability to problem solve effectively
- Ability to work collaboratively
- Excellent written and verbal communications skills, including accurate use of English and the ability to proof materials for sense and accuracy
- Excellent professional maturity and integrity, particularly in handling confidential personnel matters
- Excellent attention to detail and ensuring technical accuracy in all written work

Guidance notes on submitting your application for this role

- You should ensure that you provide evidence of your relevant experience in your application, giving length of experience, clear examples and dates as required
- CO3 will not make assumptions from the title of the applicant's post or the nature of the organisation as to the skills and experience gained
- Write down clearly your personal involvement in any experience you quote. Write "I" statements e.g. I planned meetings, I managed an event, I prepared a presentation. It is how you actually carried out a piece of work that the panel will be interested in
- The examples you provide should be concise and relevant to the criteria. This is very important as the examples which you provide may be checked out at interview and you may need to be prepared to talk about these in detail if you are invited to interview. It is your unique role the panel are interested in, not that of your team
- If you do not provide sufficient detail, including the appropriate dates needed to meet the eligibility criteria, the selection panel will reject your application
- Please be mindful of the word count restrictions on the supplementary questions form.

Please do not share your date of birth or your religion on the CV

Disability/Equal Opportunities

In accordance with the Disability Discrimination Act a person is disabled if they have, or have had, “a physical or mental impairment which has, or has had, a substantial and long term adverse effect on your ability to carry out normal day to day activities”.

If you consider yourself to have a disability relevant to the position for which you are applying please contact Suzanne so that we can process your application fairly, make any specific arrangements for your interview, and make any necessary reasonable adjustments or adaptations, or provide any aids to assist you in completing the duties of the post.

Equal Opportunities

CO3 is an Equal Opportunities Employer and all applications for employment are considered strictly on the basis of merit.

Application Process

Your completed application should be emailed to suzanne@co3.bz

We cannot accept incomplete applications and/or application forms received after the closing deadline.

Contact Details

If you have any queries regarding the recruitment process, please contact: by email suzanne@co3.bz or telephone 07780585627.