

JOB DESCRIPTION

Job title:	Events Co-ordinator (Graduation)
Directorate / Department:	Events Team, Marketing and Communications
Job type	Professional Services – Full time, Permanent
Grade:	RHUL 5
Accountable to:	Events Manager (Graduation)
Accountable for:	Not applicable
Purpose of the post	
<p>The Events Co-ordinator (Graduation) is responsible for a variety of tasks and processes which support the smooth operational planning and delivery of Royal Holloway Graduation Ceremonies, to the highest standards.</p> <p>They will be expected to work closely with colleagues in the Events Team, as well as a wide network of others across both academic and professional services areas in both the lead up to, and during, ceremony delivery. They will be able to work with minimal supervision and to know when to seek guidance from colleagues.</p>	
Key tasks	
<p>Support graduation processes with guidance from, and reporting to, the Events Manager (Graduation). Core responsibilities include:</p> <ul style="list-style-type: none"> • Administrative preparation for Graduation events, with particular focus on drafting communications and responding to student queries, updating intranet pages, training guides, scripts and running orders. • Supporting and providing training to colleagues who will contribute towards this delivery. • Delivering excellent customer service to students and other stakeholders. • Assisting with the development of procedures and service improvements. • Developing effective networks and working relationships with colleagues, sharing good practice and increasing knowledge and understanding across different administrative areas, as required. <p>The Events Co-ordinator (Graduation) could be tasked with any combination of the following:</p> <p>Graduation</p> <ul style="list-style-type: none"> • Query handling: working with the Student Services Centre and ticketing and gowning provider to help guests to resolve queries. Run associated reports and ensure all relevant data sets are updated. • Graduation ceremonies: ensuring running orders are accurate, reviewing and duplicating scripts, creating seating plans and supporting arrangements which facilitate the smooth running of the ceremonies on the day. 	

- Supporting wider event logistics: booking rooms, liaising with suppliers and troubleshooting challenges on graduation days.
- Coordinating the Student Oration project: publishing the call for applications, coordinating the application and peer review process, briefing Student Orators in advance and on the day of their ceremonies.
- Coordinating Student Ambassador staffing: producing a rota, briefing Student Ambassadors on the day and overseeing tasks and activities.
- Reconcile and process all relevant invoices.
- Diarise and coordinate working group meetings.

Other duties and expectations

The duties listed above may be varied from time to time as dictated by the changing needs of the University. The post holder will also be expected to undertake additional duties as appropriate and as requested by their manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Our Values

Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.



PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: Events Co-ordinator (Graduation)

Department: Events Team

Criteria	Essential	Desirable	Tested by
Knowledge, Education, Qualifications and Training			
Educated to A' Level or equivalent administrative experience.	X		Application Form
Knowledge and understanding of the HE sector and student life cycle.		X	Interview
Skills and Abilities			
Excellent interpersonal skills including a professional approach and manner and ability to use tact and diplomacy to a wide range of stakeholders.	X		Interview
Ability and readiness to work on own initiative and act pro-actively.	X		Interview
Good organisational skills and ability to work under pressure, prioritise conflicting demands and meet strict deadlines.	X		Application Form / Interview
Ability to use creative problem-solving techniques and identify and implement administrative improvements.	X		Application Form / Interview
Ability to undertake tasks that require a high level of attention to detail and accuracy checking.	X		Application Form / Test
Flexibility and the ability to respond effectively to changing requirements.	X		Interview
Good IT skills and proven ability to learn new systems and programmes.	X		Application Form / Test
Excellent customer service skills and ability to deal with and respond to a range of queries, seeking advice as required to resolve issues.	X		Application Form / Interview
A good level of numeracy and literacy, and proven ability to write documents such as procedures, reports and papers.	X		Interview / Test
Ability to service working group meetings	X		
Experience			
Experience of creating and updating communication materials, including webpages.		X	Application Form / Interview
Experience of using reporting tools.		X	Application Form / Interview
Experience of using and manipulating data.		X	Application Form / Test
Other requirements			
Ability to work occasional weekends or late evenings and travel to events and other external activities as required.	X		Application Form

