

Events Assistant

About the role

The Events Assistant will deliver administrative support in the planning of meetings, events and courses by establishing and maintaining effective administration systems including working with databases, websites and social media. This will require meticulous attention to detail, high levels of customer service as well as the ability to be organised, adaptable and multitask.

The Events Assistant will be required to attend and assist at approximately 9 BAUS events a year. This will include taking a 'hands on' approach to loading and unloading equipment and boxes (subject to appropriate risk assessments for events), setting up and taking down registration desks, stands and equipment, staffing registration desks and ensuring events run smoothly. This will require working hours beyond normal working hours and e.g. manning a registration desk for extended periods of time.

The role will require regular travel and overnight stays for site visits and meetings. Meetings are held in the UK and include residential courses that require four-five nights stay, the BAUS Annual Meeting in June that requires five - six nights stay and section meetings which require a two-night stay.

About us

BAUS is a registered charity that promotes the highest standards of practice in urology, for the benefit of patients. We are a membership body that drives and supports the education, training and continuing professional development of urology healthcare professionals. We are also a resource that develops and provides information to support urology patients.

What the Events Assistant will do:

Reporting to the Events Manager, the work of the Events Assistant will include, but is not limited to:

BAUS Annual Meeting, BAUS Section Meetings and Office of Education Courses

- Set up and maintain online delegate registrations and Exhibition and Sponsorship bookings on EventsAIR for meetings and courses.
- Regularly review administration systems to ensure they are effective and meet the needs of the organisation, advising the Events Manager of potential issues or suggested changes.
- Maintain accurate paper and electronic filing systems relating to meetings and events.
- Ensure that all payments and refunds are processed promptly and accurately, in liaison with the Finance Manager.
- Assist the Events Manager with the production of promotional information about meetings and courses.



THE BRITISH ASSOCIATION
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- Maintain list of hotel bookings for guests / overseas speakers at meetings and ensuring that hotels have accurate records of bookings.
- Work with the Events Manager in the drafting, preparing and emailing letters to delegates / speakers / exhibitors.
- Send information about meetings and responding to queries from members / exhibitors / speakers about meetings (by telephone and email).
- Send email campaigns about scientific meetings to BAUS members and potential exhibitors.
- Support the administration of calls for abstracts and the process of abstract marking and sending confirmation to submitters on EventsAIR.
- Ensure information on meetings, courses and events is kept up to date on the BAUS website – working with Events Manager and other team members as appropriate.
- Accurately populate and maintain websites, Mobile Apps and Twitter accounts for meetings and courses.
- Accurately maintain the Exhibitor Contact store on EventsAIR.
- Accurate and timely production of materials required for meetings, events and courses including populating the app and the printing and production of delegate/exhibitor badges.
- Attendance at meetings – as appropriate – including provision of services associated with registration.
- Exercise judgement when assisting at events in respect of making decisions within the parameters of the delivery levels set for the event.
- Ensure accurate records are kept of payments and receipts made on site at meetings and assist the Events Manager in reconciliation after meetings.

Meetings Support

- Under the direction of the Events Manager distribute agendas and papers for committee meetings relating to the Events Team ensuring deadlines for distribution are met.
- Take minutes of meetings as directed and ensure they are promptly produced and distributed as appropriate. Prepare & circulate action lists as appropriate.
- Under the direction of the Events Manager, book all catering & refreshments in advance of meetings related to the Events Team, ensuring they are provided at the booked times & purchased at a cost-effective rate.
- Under the direction of the Events Manager, provide support during Events Team related meetings as well as external bookings and hire of the Council room ensuring the room is set up for meetings and AV requirements are in place (as required).
- Ensuring the Council Room room is cleared & tidied at the end of internal and external meetings.

Other

- Maintain stocks of stationery and other consumables and ensuring supplies are kept tidily in an appropriate place.
- Ensure office equipment is maintained.

BAUS Annual Meeting (all BAUS team)

- Attend and assist at the BAUS Annual Meeting as directed.
- Provide administration support for the Annual Meeting in the office as directed.

What we all do

We are a small, dedicated team (<http://www.baus.org.uk/about/staff>) and we can't achieve what we do without everyone 'mucking in' to get things done. This is an approach that all team members are fully signed up to and it means we are an effective resource for the healthcare professionals and patients that we are here to help. This shared understanding allows us to work efficiently which makes for a more effective and enjoyable working environment. We understand this isn't for everyone – but it is essential to success in BAUS!

What we all do includes, but is not limited to:

General Office Administration – all team members will:

- Answer calls to the main office number, taking and passing on full and accurate messages to appropriate team members and deal with general enquiries where appropriate.
- Share responsibility for collecting, opening, date stamping and passing on post to the appropriate team members.
- Frank their outgoing post and ensuring it is sent by the most appropriate and cost effective method.
- Carry out reception duties including informing the RCS Front Desk of visitors and looking after any visitors, including providing refreshments for relevant committee meetings.
- Book travel and accommodation when required when attending Association meetings. (To be agreed, in advance, with the CEO / DCEO). Bookings must ensure best value for money at all times and comply with the Association's travel expenses policy.
- Take external bookings for the Council Room and enter them in the diary and ensure the room is maintained to a high standard at all times. (Any booking where payment is due will be managed through the Events Team).

- Participate in rotas for buying consumables via petty cash for milk etc.

Office cover

- Ensure that arrangements for annual leave are made in discussion with team members in advance to ensure adequate cover in the office. Annual leave to be agreed with CEO / DCEO and entered promptly into the Annual Leave diary (on Outlook).
- Work in co-operation with team members regarding timing of lunch breaks to ensure adequate cover in the office.

Health and Safety

- Ensure that at all times you take care of your health and safety and that of others by complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.

Flexibility

- Carry out from time to time and as directed, any other duties as required in addition to the above that will be both reasonable and within your capabilities.