

Role Description and Essential Skills



<u>ROLE:</u>	EVENTS SCHEDULER
<u>REPORTING TO:</u>	CLIENT, SERVICE & DELIVERY MANAGER
<u>LOCATION:</u>	GLASGOW
<u>SALARY:</u>	c£24,500 P.A. (£13.53 PER HOUR)
<u>HOURS:</u>	PART TIME OR FULL TIME (35 HRS PER WEEK)
<u>CONTRACT:</u>	MONTH FIXED TERM – MINIMUM 3 MONTHS

SCOPE

This Events Scheduler role will be line managed by the Client, Service & Delivery Manager. You will work closely with other staff members within the team including Event Administrators.

You will be responsible for helping to co-ordinate first aid cover at events. Using our volunteer relationship management system, Better Impact, you will add events and monitor volunteer engagement, highlighting any capacity issues to the Client, Service & Delivery Manager.

The role will involve proactively liaising with both volunteers and clients, handling telephone and email enquiries and directing them as necessary to the appropriate manager or officer within the organisation. You will support the Client, Service & Delivery Manager on event administration. This may include checking booking information for accuracy, ensuring that booking forms and quotes are sent out in a timely manner to clients, ordering consumables as necessary and undertaking data processing, ensuring that post event casualty recognition forms are added to our central database.

A good working knowledge of Better Impact Volunteer Management Software is desirable, and we would welcome applications from amongst our volunteers. Having the right attitude, approach and being committed to working as a team is essential as is ensuring that the volunteers are at the centre of our operation.

This is a fixed term vacancy for an initial 3-month fixed term period. We would consider both part-time and full-time applications.

PRINCIPAL RESPONSIBILITIES

Key Relationships (Internal)

- Volunteer Event Coordinators.
- Duty Officers and volunteers.
- Head of Volunteer Operations, and Client, Service & Delivery Manager.
- Events Officers and/or the Event Support Officer, and Event Administrators.
- Health & Safety Manager.
- The wider staff team responsible for the delivery of our volunteer function.

Key Relationships (External)

- Event clients, Event Safety Managers, and Appointed consultants or contractors.

Role Outputs

- Accurately adding events and associated information onto our volunteer relationship management system, Better Impact.
- Monitoring volunteer engagement for each event, highlighting any capacity issues to the Client, Service & Delivery Manager as necessary.
- Receiving and managing telephone call and emails from volunteers and clients, ensuring that these are managed in a polite, effective and timely manner.
- Liaising with volunteers, in particularly Volunteer Event Coordinators to help manage and support with volunteer engagement and event capacity management.
- Support the volunteers on logistics, vehicle management and radio communication requirements for events as directed by the Client, Service & Delivery Manager.
- Order consumables and equipment as directed by the Client, Service & Delivery Manager.
- Working with Event Administrators to ensure that booking forms and quotations are sent out to clients in a timely and effective manner.
- Undertake data processing as required which may include processing casualty recognition forms and adding information from these onto our central database.
- Build good relationships with volunteers in particular Events and Logistics Coordinators, Company Commandants and designated Duty Officers as necessary.
- Work collegiately with colleagues within both the volunteering division and the wider organisation, fostering a 'one team' approach.
- Undertake any other duties that may be required from time to time commensurate with the post.

ESSENTIAL SKILLS

Collaborative: Be able to work as part of a team to support on the administration of events. Working with both staff members and volunteers to achieve this.

Communication: Good verbal and written communication skills to effectively and politely communicate with colleagues, volunteers and clients.

Problem-Solving: Good problem-solving skills to diagnose issues and liaise with the right person within the team to ensure effective resolution.

Organisational Skills: Ability to accurately upload and record data and manage your day-to-day activities to meet the priorities as required by the Client, Service & Delivery Manager.

Punctuality: Be punctual and be able to undertake the activities, as requested by the Client, Service and Delivery Manager in a timely and effective manner.

ESSENTIAL SKILLS

Education & Experience

- Knowledge and experience of using Microsoft Word, Excel and Google Docs.
- Previous experience of working within a team environment.

Desirable

- A good working knowledge of Better Impact, our volunteer relationship management system.
- Be qualified to HND, BTEC or Bachelor's degree or above or equivalent.
- Previous experience of working in an administrative capacity or within a call centre.