

## JOB DESCRIPTION

<b>SPECIFIC JOB TITLE</b>	Campus Events Administrator
<b>GENERIC ROLE TITLE</b>	OPERATIONS ASSISTANT II
<b>LEVEL/GRADE</b>	B
<b>JOB FAMILY</b>	OPERATIONAL SERVICES
<b>CONTRACT TYPE</b>	Permanent
<b>HOURS</b>	37 hours a week, 5 days over 7
<b>REPORTS TO</b>	Events Coordinator
<b>DEPARTMENT</b>	Rothamsted Enterprises
<b>LOCATION</b>	Harpenden
<b>DATE</b>	May 2025

## OVERVIEW OF ROLE/JOB PURPOSE

We are seeking a highly organised and proactive Events Administrator to support the seamless planning and delivery of events across our conference centre and manor. Working directly with the Events Co-ordinator, the post holder will play a key role in ensuring accurate and timely communication of event details from client brief through to execution.

This role centres around the use of our Events Management System (currently Kinetic), where you will be responsible for maintaining accurate event records, preparing detailed function sheets, issuing contracts and invoices, and following up on outstanding documentation and payments. Utilising the Events Management System, you will create and distribute weekly and monthly reports to assist in tracking the organisation key performance indicators.

You will liaise with internal departments to confirm logistics during the event planning stages and communicate any last-minute changes effectively to the wider team.

You will also be a primary contact for event enquiries, managing central inboxes, answering phone calls, and occasionally meeting clients in person to discuss their requirements.

The ideal candidate will be a confident communicator, comfortable working in a fast-paced environment, with strong organisational and time-management skills. A passion for customer service is essential, along with excellent verbal and written communication abilities.

### Other information:

This role will support the needs of the business and will include occasional weekend and evening work. Hours will be allocated by rota in accordance with the business needs.

The role holder is expected to carry out the duties listed below, and any other duties reasonably required by the line manager or of Rothamsted Enterprises, commensurate with the grade and level of responsibility for this post.

### About The Company:

Rothamsted Enterprises Limited (REL) was established in 2015 by its shareholders, Lawes Agricultural Trust, Rothamsted Research and BBSRC. Rothamsted Enterprise is a commercial organisation that generates income which is gifted back to the partners to contribute to the ongoing science and research undertaken by Rothamsted Research.

REL's Key strategic objectives are:

- To ensure financial sustainability
- To foster relationships on and offsite
- To facilitate opportunities for collaboration and growth and deliver impact
- To align ourselves with Government priorities

Our portfolio includes:

- Office and Lab spaces to rent to start up business
- A modern conference centre
- A campus café
- A Grade 1 listed Manor house

Our team culture is supportive, friendly, honest, hardworking, and ambitious. We have a strong commitment to learning and development, equality, and diversity. An attractive benefits package including 25 days annual leave plus bank holidays, an additional leave day for your birthday, and a generous pension scheme, with salary sacrifice option. An attractive campus close to nature, offering walks and recreational activities - such as tennis courts, and a small gym. The campus offers free parking and excellent transport links. Online staff discount platform.

#### MAIN DUTIES OF ROLE

Generic Outputs	Weighting	Description of Outputs	Description of Job Specific Duties
<b>EVENTS ADMINISTRATION</b>	60%	Fully utilise and understand the Events Management System. Ensure event information is accurately recorded, transferred, and reported on.	<ul style="list-style-type: none"> <li>• Assist in the smooth planning and execution of events across the Conference Centre and Manor.</li> <li>• Input enquires in the Events Management System. Ensure information is detailed and accurate.</li> <li>• Regularly update enquires within the system with the most up to date information.</li> <li>• Follow up directly with clients and/or flag to the Events Coordinator missing or incomplete details.</li> <li>• Generate and send event contracts and invoices. Ensure contracts and payment are received on time. Follow up with clients on any outstanding debt.</li> <li>• Understand how the Event Management System operates including back-office functions.</li> <li>• Update system configurations following the addition of products and price changes.</li> <li>• Utilise the Event Management System reporting function to produce weekly and monthly reports.</li> <li>• Prepare functions sheets for department heads in preparation for weekly meetings.</li> <li>• Support the Events Co-ordinator and wider events team with relevant tasks.</li> <li>• Occasionally support in the delivery of events alongside the delivery team.</li> </ul>
<b>FINANCE AND RESOURCE MANAGEMENT</b>	10%	Undertaking basic finance administration, general business support, and and stock checks.	<ul style="list-style-type: none"> <li>• Prepare accurate quotations for clients based on their requirements.</li> <li>• Ensure prepayments are taken for social events.</li> <li>• Support clients with online booking for public ticketed events.</li> <li>• To ensure purchase orders are raised for agent's</li> </ul>



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			<p>commission claims.</p> <ul style="list-style-type: none"><li>• Raise accurate deposit and final invoices.</li><li>• Follow up any outstanding payments as part of the debt collection process.</li></ul>
<b>WORKING WITH OTHERS</b>	25%	Responding effectively to customer enquiries (through both phone and email), and proactively working with colleagues to achieve a great customer experience.	<ul style="list-style-type: none"><li>• Monitor phone lines and answer the phone to clients and enquirers.</li><li>• Meet with clients in person to discuss event requirements as necessary.</li><li>• Oversee central email inboxes ensuring responses are quick and effective.</li><li>• To communicate with the wider team any last-minute changes from the client.</li><li>• Understand the different event departments needs and pressures supporting them with the right information at the correct time.</li><li>• Highlight event queries to the correct team or Events Co-ordinator.</li><li>• Working as part of the events team, assist in planning annual event programmes.</li></ul>
<b>CONTINUING PROFESSIONAL DEVELOPMENT</b>	5%	Identification of individual development needs and acquisition of professional and practical skills	<ul style="list-style-type: none"><li>• Updates job knowledge by participating in educational opportunities; maintaining personal networks, and liaising with stakeholders.</li><li>• Uphold and improve all existing processes.</li><li>• Attend Health and Safety, First Aid and customer service courses as required.</li></ul>

## PERSON SPECIFICATION AND SHORTLISTING CRITERIA\*

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<b>LOCATION</b>	Harpenden			
<b>EDUCATION/QUALIFICATIONS</b>		<b>Essential</b>	<b>Desirable</b>	<b>How Tested? **</b>
1.	Five GCSEs (including maths and English) or NVQ1/2 or City & Guilds or equivalent, with some relevant work experience	*		AF/Cert
<b>EXPERIENCE/KNOWLEDGE/SKILLS</b>		<b>Essential</b>	<b>Desirable</b>	<b>How Tested? **</b>
1.	Excellent organisational skills	*		AF/IV
2.	Excellent verbal and written communication skills	*		AF/IV
3.	Experience in events organisation and delivery		*	AF/IV
4.	Experience working with Event Management Systems		*	AF/IV
5.	Previous events experience working in complex and high-pressured environment		*	AF/IV
6.	Always demonstrates high professional standards in their approach and presentation		*	AF/IV
7.	Calm under pressure	*		AF/IV
8.	Good teamwork skills	*		AF/IV
<b>BEHAVIOURS/COMPETENCIES</b>				<b>How Tested? **</b>
1.	<b>Drive for Quality:</b> Is motivated and committed to doing their job to the best of their ability			IV
2.	<b>Effective Communication:</b> Listens and communicates clearly to others			IV
3.	<b>Creativity and Innovation:</b> Accepts and adapts to change; makes connections and encourages a creative environment			IV
4.	<b>Developing Self and Others:</b> Identifies learning and development needs			IV
5.	<b>Professional Conduct:</b> Demonstrates honesty and respect			IV
6.	<b>Productive Relationships:</b> Cooperates with and supports colleagues			IV
7.	<b>Strategic Thinking:</b> Aligns actions with wider goals and models			IV
<b>GENUINE OCCUPATIONAL REQUIREMENTS</b>		<b>Essential</b>	<b>Desirable</b>	<b>How Tested? **</b>



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1.	A full, valid and clean driving licence (may be required for some but not all jobs)	*		AF/IV
2.	Ability to work 5 days over 7 which occasionally includes weekends, bank holidays and evenings.	*		

\* Minimum requirements of the post and how they will be assessed

\*\* Evidence of criteria will be established from: **A** (application), **IV** (interview), **Test** (skills test/prepared question/presentation), **Cert** (certificated checked by interview panel)