Job Description

Job title	Events and Volunteering Administrator	Grade	1

Department	Education and Lifelong Learning	Reports	0

Reports to	Senior Volunteering Manager

Our values

The role holder will be expected to operate in line with our company values of:

- Progressive
- Warm
- Excellent
- Thoughtful

Values are the principles that drive our behaviours. They are organisation-wide and should be adopted by everyone. Behaviours provide a consistent standard we can all expect inside the organisation from one another, and towards our members and stakeholders.

Main purpose of the role

The Events and Volunteering Administrator role will provide direct support, proactive and regular communications, to colleagues in the Events and Volunteer Engagement team, for the smooth delivery of events and volunteering activities. This role will involve working alongside APM volunteers, sponsors and suppliers, to support education outreach initiatives, event sponsorship growth, event administration and communications.

Dimensions & Limits

Follow procedures accurately and make effective use of existing systems. Contribute ideas about how to improve efficiency. Issues and complaints which cannot be resolved are referred to the next level.

Post holder has limited authority to incur expenditure.

Key relationships

Internal

- Senior Volunteering Manager and Senior Events Manager.
- Events and Volunteer Engagement team.
- Service Innovation, Finance and Marketing.

External

- APM Volunteers, event sponsors, external suppliers, APM members and customers.

Career development

We are a learning organisation and want our employees to learn and grow during their time with us. There are many ways in which they can do this:

- Personal development days offer an opportunity to attend interactive bite sized training events

- Our fantastic knowledge share calendar of events enables colleagues to share their knowledge with each other as well as access to a coach or mentor to help employees to navigate their chosen career paths

- Shadowing in other departments is a popular way to learn about the roles and challenges across the different functions

Key responsibilities / accountabilities

- Support the organisation of in-person and online events. This could include, but is not limited to:
    - liaison with speakers and/or Education Ambassadors
    - preparation of event and sponsorship materials
    - collection of speaker/sponsor documents and assets
    - administration of post event feedback
    - arrangement of briefing calls
    - ordering badges and collateral
    - creation of content and updates on the website, CRM and Umbraco
    - promotion of events on internal and social channels

- Support in the pre/post administration of events. This includes raising purchase orders, submitting invoices, raising sponsorship invoices, supporting volunteers and speakers with expense reports.

- Support the recruitment process for new Education Ambassadors and Award judges, ensuring necessary admin is completed.

- Contribute to the information contained on the event and sponsorship tracker and use this data to produce reports.

- Produce surveys via SurveyMonkey, to collect delegate, sponsor and volunteer feedback, and to produce reports based on this data.

- Support the production of the Volunteers' quarterly newsletter.

- Support the set-up and hosting of webinars.

- Maintain volunteer records on CRM, with their current roles and terms; updating platforms and relevant spreadsheets to reflect any changes.

- Monitor central team inboxes and distribute queries or respond ad hoc.

- Actively contribute to APM's culture of diversity, inclusivity, and values.

Key performance measures

- Accurate production of event packs for organisers, tracking event attendances and post event feedback.

- Accurate and timely pre/post event administration (purchase orders, invoicing, expense reports).

- Effective record keeping and up to date information on platforms.

- Successful accurate timely publication of events.

- Positive volunteer feedback.

Person specification (Events and Volunteering Administrator)

Attribute	Essential	Desirable
Qualifications	• Educated to GCSE Level or equivalent	
Experience	• Experience in an administrative role	• Experience of dealing with external and internal stakeholders • Experience gained within a professional/membership body • Experience in supporting networks of advocates and volunteers • Experience of planning online and in-person events
Knowledge	• Good working knowledge of databases/CRM • Experience with webinar platforms and CMS • Numerically literate	• Good knowledge of APM products • Good knowledge of Pro8 and Salesforce
Skills	• Good PC skills, including Word, Excel, PowerPoint, Outlook (e-mail), MS Teams • Excellent communication skills – written and verbal • Organised and efficient • Excellent time management skills • Ability to prioritise	
Behaviour / competency	• Attention to detail • Customer focus • Initiative and proactivity • Planning and organising • Interpersonal skills	