TEAM EVENTS OFFICER
Contact: Oli Pinch – oli@futureoflondon.org.uk

REPORTS TO	Oli Pinch, Head of Networks
SALARY	£10.85 per hour, 25 hours a week
CONTRACT	6 months
START DATE	March 2021
LOCATION	Working from home initially, then central London

ABOUT FUTURE OF LONDON

At its heart, Future of London is focused on building the next generation of city leaders. As a membership-led organisation, we share best practice and build skills, knowledge and connections amongst our cross-sector network of 5,000+ urban professionals, 500+ alumni and 500+ active organisations. Our mission is to help London's current and future leaders navigate adversity and translate policy into the delivery of a more liveable world city: viable, functional, equitable and sustainable. For more information on our work, visit www.futureoflondon.org.uk

Future of London's small team works hard to deliver high-quality research, events and field trips, interwoven with our Leaders professional development programmes and Diversity network. Our network relies on us to provide an independent platform for open and honest debate on a wide range of issues, bringing together cross-sector experience and perspectives.

We move fast, and offer a diverse, enjoyable and supportive workplace with opportunities for learning and personal development. With its large and increasingly influential network, supportive team and the chance to learn or hone a variety of broadly relevant skills, FoL is the perfect place to contribute to the sector and start to really build your career.

MAIN PURPOSE OF THE JOB
Your role is to provide event coordination for the Future of London team, across all workstreams. This includes event prep, on-the-day support and post-event follow-up as well as providing reports FoL event performance and on competitor events/project themes. You'll gain valuable industry knowledge and experience, with exposure to all FoL's knowledge, networks and leadership programmes.

Event prep:
- Set up online registration pages, manage delegate registrations, send confirmation emails, create attendee lists
- Adhere to FoL document templates to ensure briefs, agendas, slides and handouts are consistent and reflect the FoL brand
- Collate speaker presentations and draft event title slides
- File/manage event documents on the shared drive, and assist with drafting agendas and speaker briefs
- Draft html mail outs using Mail Chimp (training provided)
- Book online meetings, workshops and webinars using MS Teams and Zoom platforms
- Participate in online event testing and rehearsals

On-the-day:
- Provide tech support at events including helping speakers and participants solve connection issues, audio/visual problems, etc.
- Assist with live streaming, video editing and uploading; Assist with note taking

Post-event:
- Monitor shared FoL mailboxes and responding to or forwarding queries to relevant project leads as required
- Keep key project spreadsheets and CRM database up to date with event info, including the event tracker
- Send event 'thanks and follow-up' emails with feedback form and resource links
- Update events page and home page on website (training provided on WordPress)
- Provide event feedback summaries to event leads to help with event planning summarising event feedback data

Network intel/research:

- Research competitor news and event calendars and provide the FoL team with a monthly summary of upcoming themes and speakers
- Provide a monthly snapshot of FoL social and digital media engagement
- Attend online industry events to enhance industry knowledge (as agreed with line manager)
- Ad hoc administration and website maintenance, as and when required.

DETAILS OF EMPLOYABILITY SUPPORT

- In-house training provided as required for additional tasks including video editing, podcast recording and editing, website editing (WordPress/CRM).
- Future of London projects and events are always run as pairs, with a lead and support. This helps the support gain on-the-job experience and learn from the lead so they can gain more autonomy and confidence. It also provides a vital second perspective and pair of eyes on all outputs.
- Weekly catch-up sessions with line manager to evaluate training and development needs. These are daily for the first one/two weeks to support onboarding.
- Weekly all-hands team meeting sharing progress and identifying where help is needed.
- In week one, scheduled one to ones with every team member to learn about their projects. Follow-ups after three months to embed shared info.
- An appointed 'buddy' from within the team to answer any informal questions and help the new starter understand FoL's culture and ways of working. Particularly useful while everyone is working remotely.
- Access to individual skills development budget to access external opportunities that develop the role holder's capacity and employability.
- A laptop, monitor, mouse and keyboard, plus any other reasonable desk equipment will be provided to support remote working.

WHAT WE NEED FROM YOU

Knowledge
- An interest/qualification in the built environment
- Educated to at least GCSE level (including English and Maths)

Experience
- Experience working in a professional office environment
- Demonstrable experience working effectively as part of a team and a friendly and energetic approach to supporting colleagues

Skills & Ability
- Excellent written and verbal communication skills with attention to detail for checking written documents and online content
- Excellent IT skills, including Microsoft Office, database management and website updating/editing (preferably WordPress – training provided)
- Demonstrable organisational skills; ability to prioritise tasks
- Ability to follow instructions accurately, and to work quickly and effectively
- Flexibility, ability to meet deadlines and calmness under pressure
- Awareness of, and commitment to, diversity and equality matters
- Respect for organisation and member/candidate confidentiality at all times
- Ability to establish positive working relationships with team members and stakeholders
- Professional appearance and the ability to interact well with staff/stakeholders at all levels

Training Requirements
- Appetite for learning and willingness to undertake relevant training

To apply, please send a completed application form (available on our website) and current CV to Oli Pinch, oli@futureoflondon.org.uk.