**JOB SPECIFICATION- Internal Events Coordinator**

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| **CRITERIA** | **Requirement** | **Application** | **Interview** |
| **QUALIFICATIONS** |  |  |  |
| Good general education, typically to the Higher/A level equivalent. | Essential | ✓ |  |
| **EXPERIENCE** |  |  |  |
| Experience of working in a professional customer facing environment | Essential | ✓ | ✓ |
| Experience of working within events | Essential | ✓ |  |
| Experience of working within a deadline driven environment | Essential | ✓ |  |
| Experience of facilitating projects and events | Essential | ✓ | ✓ |
| Experience of customer service and sales etiquette | Essential | ✓ | ✓ |
| **KNOWLEDGE** |  |  |  |
| Experience of working within an events based environment | Essential | ✓ |  |
| Working knowledge of events or similar customer focused venues | Essential | ✓ | ✓ |
| **ATTRIBUTES AND SKILLS** |  |  |  |
| Excellent communication skills, verbal and written, and an ability to quickly build and maintain relationships | Essential | ✓ | ✓ |
| Excellent customer care skills (for dealing with colleagues, school personnel, external clients, external agencies) | Essential | ✓ | ✓ |
| Ability to prioritise and manage a pressurised workload, including tight deadlines | Essential | ✓ | ✓ |
| Excellent attention to detail | Essential | ✓ |  |
| Excellent written and verbal communication skills with an ability to write accurately and persuasively | Essential | ✓ | ✓ |
| Ability to construct and maintain databases | Essential | ✓ | ✓ |
| Ability to manage and work within budgets | Essential |  | ✓ |
| A flexible approach to working combined with the ability to work under pressure and to deadlines, whilst maintaining a high standard of professionalism | Essential | ✓ | ✓ |
| The ability to motivate self and others | Essential | ✓ | ✓ |
| **VALUES AND ETHICS** |  |  |  |
| Desire to work within a democratic, student-led environment | Desirable | ✓ | ✓ |
| Understanding and commitment to equal opportunities | Essential |  | ✓ |
| Committed, positive, outgoing and approachable with a ‘can do’ attitude | Essential | ✓ | ✓ |
| Commitment to using skills and knowledge to help others | Desirable | ✓ | ✓ |
| Demonstrably high standards of personal integrity | Essential |  | ✓ |
| A willingness to work beyond traditional office hours. | Essential |  | ✓ |
| Demonstrates a positive approach to best practice and exceeding customer expectations. | Essential |  | ✓ |
| Commitment to own professional development | Essential |  | ✓ |