



Registered Charity Number: 1045429
Office 73, 4th floor, Building 8, Vantage Point Business
Park, Mitcheldean, Glos. GL17 0DD
Phone: 01594 372777 Email: hr@ticplus.org.uk Web Site:
www.ticplus.org.uk

Job Pack

Job Pack: Events Manager

Thank you for your interest in working for TIC+. The job pack consists of the following documents:

- Guidance Notes
- Job Details
- About TIC+ and the Role
- Job Description/Person Specification

The closing date for applications is **15th May 2024**, however we will be reviewing and interviewing potential candidates through the application window.

TIC+ reserves the right to close this vacancy should the right candidate be identified.

Interviews will be held **28th May 2024**.

Please return the following documents by the date stated above.

1. The completed Application Form
2. The Diversity Questionnaire

If you do not hear from us by the closing date it does mean that we have not been able to include you on our shortlist.

Completed applications should be sent to:

hr@ticplus.org.uk

Or by post:

HR Department
Office 73, 4th floor, Building 8
Vantage Point Business Park
Mitcheldean
Gloucestershire
GL17 0DD

Guidance Notes

Filling in the application form

- Please complete all parts of the application form. (TIC+ operates a Safer Recruitment Policy **CVs will not be accepted in place of an application form**).
- Show clearly how your experience, knowledge, skills and abilities are relevant to the requirements of the person specification.
- Do not miss out experience gained in previous jobs but select the most relevant points. Also include details of any skills or experience gained from voluntary, committee or community work, etc.
- Use extra sheets if necessary, noting your name and the post you have applied for at the top of each sheet.
- Check the closing date to allow time for your application to reach us.
- We suggest you keep a copy of your completed application.
- TIC+ does not usually acknowledge receipt of application forms unless specifically requested and a stamped, self-addressed envelope is enclosed. **Please note that if you have not been contacted by the advertised interview date then unfortunately you have not been successful in your application.**

Short-listing

When short-listing we will be looking for evidence that you have the knowledge, experience, skills and abilities to do the job as detailed in the job description and person specification. These provide the essential criteria against which your application will be assessed.

Commitment to Inclusivity and Diversity

Here at TIC+ we want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity and perspective. We try to create an encouraging, caring, supportive environment where everyone, from any background, can be themselves and fulfil their potential at work.

Please make us aware of any reasonable adjustments we may need to make for you and particularly address any special requirements you may have if you are invited for interview.

Keeping children, young people and families safe

TIC+ is committed to safeguarding and promoting the welfare of children, young people and families and expects all staff to share this commitment.

As part of our Safer Recruitment Policy you must be willing to undergo child protection screening appropriate to the post, including checks with past employers and an enhanced Disclosure and Barring check. You will be interviewed and assessed against the criteria set out in the job description and person specification. We are particularly careful to enquire into the character and background of applicants for appointments to posts that (a) involve direct and indirect contact with children and vulnerable adults or supervise those who have direct or indirect contact with children or vulnerable adults, (b) who are in positions of trust and influence and (c) who, by virtue of the authority and responsibility inherent in the post they hold, might be expected to be positively suitable to work with children and vulnerable adults. Seeking this information is not, in anyway, to reflect upon applicants' integrity but is necessary to protect the vulnerable and to assist us in making safe recruitment decisions.

The declaration section of the application form must be completed.

Providing false information is an offence and could result in the application being rejected or summary dismissal, if the applicant is already in post, and possible referral to the police.

All employment offers are made subject to the following checks

- satisfactory clearance from the Disclosure and Barring Service where applicable;
- satisfactory references
- right to work check
- satisfactory health check

We aim to make the application process as straightforward as possible. If you have any further questions regarding your application or require any further general guidance or information about TIC+ please contact a member of our Human Resources Department 01594 372777 or email hr@ticplus.org.uk

Thank you for considering applying to TIC+

About TIC+

TIC+ is a charity established in 1993 serving Gloucestershire and surrounding areas. TIC+ reaches hundreds of children and young people every year as well as offering support & advice to parents & professionals. We work to ensure that every young person has easy, prompt, independent access to appropriate support according to their needs. We offer:

- Counselling - online and face-to-face for children and young people
- Family Counselling
- Parent Support
- Psycho-educational workshops for children, young people, parents & professionals
- Counselling Training courses

TIC+ has a main office in Mitcheldean Gloucestershire; counselling rooms and home-based staff and volunteers working across the county. We strive to ensure young people, parents and families feel accepted, safe & valued, so that they can say what's on their mind, and be really listened to without the fear of being judged. We work with young people to help them build resilience & give them strategies to cope with situations they might be facing.

Our Mission, Ethos and Values:

TIC+ is a Christian led charity that is not affiliated to any particular denomination, church or group. We provide services to anyone of any faith or none and we employ staff from any faith or none. As an organisation we believe that the Christian faith provides the foundation and motivation for the work of the charity and is the reason why we do what we do. Our mission *to improve, preserve and promote good mental health and wellbeing amongst children, young people and families* is borne from Jesus' words; *"I have come that they may have life, and have it to the full."* John 10:10.

An outworking of our Christian ethos means that we expect all representatives of the charity to treat everyone equally, with care and respect regardless of their race, gender, religion, sexual orientation, ethnic background, beliefs, status, ability or class. The ethos is given life through our relationships; the way we work together and behave with one another and those we serve, are a demonstration and authentication of our ethos.

Our Values:



Job Detail

Job Title: Events Manager

Reporting to: Chief Operating Officer

Location. TIC+ Head Offices (GL17 0DD) There will also be regular travel to our offices in Gloucester and across the county of Gloucestershire. The post holder will need to hold a valid UK driving Licence and have use of their own transport.

Hours of Work: Full time (37.5 hrs per week) Hours to include occasional evenings and weekend work to accommodate the needs of the charity. 4 days a week considered (pro-rata) depending upon experience of candidate.

Salary: Grade D £40,462-£41, 476 FTE Depending on Experience

Benefits:

- Enrolment into a direct contribution pension scheme (3% employer contribution)
- 20 days annual leave (excluding 8 public and bank holidays). In addition, the organisation closes between Christmas/New Year. Additional leave is awarded based on length of service up to a maximum of ten days, and this starts to accrue from day one of employment.
- Up to three volunteering days per year
- Enhanced company sick pay
- Blue light discount card
- Sight test

Terms: Permanent subject to a satisfactory 6-month probation period.

Job Title:	Events Manager
Responsible to:	Chief Operating Officer
Job Purpose:	The Events Manager is responsible for delivery from start to finish of an agreed meetings and events programme by establishing and maintaining effective administration systems and coordinating and delivering events
Main Duties:	<p>The post holder will be: Responsible for ensuring that events are delivered within an agreed budget and timeframe.</p> <p>The events manager will be required to attend and assist at agreed meetings and courses and any other events the charity may organise. This will include preparation of delegate packs, loading and unloading of equipment and boxes (subject to appropriate risk assessments for events), setting up and taking down registration desks, stands and equipment, and staffing registration desks. This will require working hours beyond normal working hours and standing for extended periods of time and <i>may</i> require overnight stays at locations throughout the UK.</p> <p>They will be required to deal with people at all levels including trustees, employees and members of other professional associations, external providers and suppliers, and the general public. All members, colleagues and external contacts are expected to be treated with respect and courtesy at all times.</p>

General duties	<p>Programme and speakers.</p> <ul style="list-style-type: none"> • Liaison with appropriate stakeholders to create programme. • Point of contact for speakers- send event information, answer queries • If applicable, administer abstract submission, including system setup and marketing in collaboration with Marketing team • Manage marking and acceptance process, liaising with relevant stakeholders (abstract markers, convenors, speakers etc) in a timely fashion • Collect biographies, abstracts and other materials for delegate packs. • Organise accommodation and travel as appropriate. • Organise speaker dinners where appropriate • Organise delegate social events where necessary • Ensure gifts and post-event thank you letters are sent as appropriate <p>Delegate management</p> <ul style="list-style-type: none"> • Setup online registration form • Administration of delegate registrations • Deal with delegate queries by phone and email • Ensure correct registration fee has been taken from each delegate in collaboration with Finance team • Ensure any certificates and evaluations are sent post-event
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Venue management

- Book venue and catering and audio-visual needs.
- Liaise with venue to ensure all requirements are met
- Ensure appropriate spaces and equipment is booked for practical sessions where appropriate

Trade/sponsorship

- Prepare marketing materials/prospectus in collaboration with Marketing team
- Distribute prospectus to appropriate companies, checking in on non- bookers where appropriate
- Continually increase contacts on trade list
- Administer trade/sponsorship bookings, ensuring appropriate number of trade bookings are taken for each event.
- Liaise with companies to ensure satisfaction and that sponsorship agreements have been fulfilled

Event marketing

- Ensure that courses are advertised as widely as possible in collaboration and communication with Marketing team
- Work with Marketing team to ensure that copy is created for website and emails and that communications are sent at regular intervals
- Investigate additional marketing channels/communications to extend reach of events

Logistics

- Monitor the event budget, advising budget holder of any potential issues.
 - Ensure sufficient materials are in stock, and suggest new materials where appropriate

Live Event

- Attend on site, acting as main point of contact for venue, speakers, delegates and trade representatives
- Ensure materials are delivered to event location in a timely fashion
 - Deal with setup and pack-down of event

Post-event

- Collate post event evaluation report, communicating to relevant teams and suggesting improvements
- Assist with other duties as required including but not limited to:
- Attend and support the running of meetings, courses and events on and off site.
- Carry out from time to time and as directed, any other duties as required in addition, that will be both reasonable and within your capabilities.

Person Specification:

The person appointed will be expected to have the key essential skills and attributes listed below. The items under the heading 'desirable attributes' will also be useful. However, candidates who do not have these desirable attributes should not be deterred from submitting an application as relevant support/training can be made available for the right person.

Selection Criteria	Method of Assessment	Essential	Desirable
1 Training, Qualifications and Experience			
The successful candidate will have:			
1.1 Professional, industry recognised qualification in Events Management	<ul style="list-style-type: none"> ▪ Application form ▪ Certificate 		✓
1.2 Experience of Event and Project Management,	<ul style="list-style-type: none"> ▪ Application form ▪ Interview Task 	✓	
1.3. Experience of supporting projects involving multiple stakeholders	<ul style="list-style-type: none"> ▪ Application form ▪ Interview task 	✓	
1.4 Experience of working with Budgets	<ul style="list-style-type: none"> ▪ Application form ▪ Interview task 		✓
1.5 Experience of collecting and analysing information	<ul style="list-style-type: none"> ▪ Application form ▪ Interview task 	✓	
Experience of working with volunteers	<ul style="list-style-type: none"> ▪ Application form 		✓
2 Knowledge			
The successful candidate will be able to demonstrate an awareness of:			
2.1 the General Data Protection Regulation GDPR and the principles of confidentiality and sharing information.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 		✓
2.2 equal opportunities and anti-discrimination practices.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	
2.3 A working knowledge of Health and Safety risk assessments and ability to compile these for a project.	<ul style="list-style-type: none"> ▪ Interview 		✓
3. Ability			
The successful candidate will be able to:			

3.1 demonstrate competency and confidence in the use of IT systems and software packages e.g. Microsoft Excel, as well as the ability to enter data accurately	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	
3.2 Ability to work on own initiative and prioritise work within agreed objectives and fixed deadlines.	<ul style="list-style-type: none"> ▪ Interview 	✓	
3.3 demonstrate experience of maintaining safe, accurate and confidential recording of information	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 		✓
3.4 Ability to provide effective support to others and be a co-operative team member.	<ul style="list-style-type: none"> ▪ Interview 	✓	
3.5 Able to assimilate large amounts of data and information and provide a summary of key implications for others alongside having the ability to produce resourceful material, minutes and routine correspondence	<ul style="list-style-type: none"> Application form Interview 	✓	
3.6 Ability to think creatively and solve problems.	<ul style="list-style-type: none"> Interview 	✓	
3.7 Have or able to quickly gain a good knowledge and understanding of TIC+ our structures and ways of working	<ul style="list-style-type: none"> Interview 		✓
4. Communication Skills			
The successful candidate will be able to:			
4.1 Able to communicate clearly and assertively using the telephone, face to face and in written communication to provide a high level of customer service	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	
4.2 Able to build and maintain effective relationships both internally and externally with a range of stakeholders.	<ul style="list-style-type: none"> Interview 	✓	
5. Personal Attributes			
The successful candidate will demonstrate:			
5.1 a passion for the mission of the charity – “to improve, preserve and promote good mental health and wellbeing among children, young people and families.”	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	
5.2 Demonstrate TIC+ values	<ul style="list-style-type: none"> ▪ Interview 	✓	
5.3 Organised, methodical and innovative	<ul style="list-style-type: none"> Application form ▪ Interview 	✓	
5.4 Excellent communicator	<ul style="list-style-type: none"> ▪ Application form 	✓	
5.5 Able and willing to work some weekends and evenings as required	<ul style="list-style-type: none"> Application form ▪ Interview 	✓	

5.6 the ability to work under pressure	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	
5.7 the ability to embrace change well	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	
5.8 the ability to both work independently and as part of a team	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	
6. Commitment			
The successful candidate should be able to demonstrate commitment to:			
6.1 support the Christian ethos of the charity.	<ul style="list-style-type: none"> ▪ Application form 	✓	
6.2 To attend: <ul style="list-style-type: none"> • office Staff Team meetings on a regular basis. regular 1-1 sessions with your line manager. 	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	