

<b>Job title</b>	Education & Events Officer
<b>Reports to</b>	Dual line management with the Conference Manager and the Education Manager
<b>Hours of work</b>	37 per week
<b>Salary</b>	SCP 7 – 12 £25,584 - £27,711, Plus Local Government Pension Scheme
<b>Location</b>	Hybrid (one day per week at SLCC headquarters; four days per week working remotely)

### **Purpose**

To support the Conference Manager and Education Manager and to:

- Lead on the administration of our existing events schedule
- Identify new training topics & facilitate the SLCC's well-established webinar programme.

### **Key Duties & Responsibilities**

- Lead our webinar programme ensuring topics and content are kept up to date
- Research and discuss with trainers, sessions which would be of benefit to our members
- Develop good working relationships with trainers, discuss terms and agree fees
- Schedule and promote CiLCA training delivered by SLCC's recognised CiLCA trainers
- Identify additions to the webinar programme from expressions of interest, member feedback and our biennial membership survey
- Deliver the SLCC webinar programme on MS Teams or Zoom, with the intention to use MS Teams exclusively by the end of 2025
- Be the sole point of contact for launching SLCC webinars and welcoming all participants
- Ensure webinars and their resources are listed correctly on the CRM in a timely fashion
- Prepare a promotional brief for all SLCC webinars, liaising with the Digital Executive to ensure all new courses are published on the website in a timely fashion
- Monitor webinar bookings and take timely action to manage under booked events to keep trainers and delegates updated on cancellations/postponements
- Produce & upload webinar resources (e.g. joining instructions, thank you emails, and feedback) to enable delegates to access directly from their member portal
- Using mailing manager, compile joining instructions, thank you emails and feedback surveys for webinars, ensuring they are provided to delegates
- Administer the Welsh Government bursary applications, providing members with appropriate information
- Respond to delegate enquiries via phone and email in a professional manner
- Produce and submit bi-monthly to the Editor of the Clerk Magazine, content to promote SLCC's Education & Events offerings taking place within the next three months.
- Maintain an expressions of interest register of new course topics requested by our members
- Provide monthly statistics on numbers of webinars delivered and attendance numbers
- CiLCA registrations are administered automatically through the CRM. Once payment has been received you will need to add them to the next cohort (Bi-monthly) and register each student with the awarding body (Ascentis)

- Claim and distribute CILCA certificates and add names to the CILCA qualified register.
- Provide support to the Education Manager assisting with preparing documentation for Ascentis External Verification Visits.
- Continually seek means of improving working practices and CRM usage and suggest development work if required
- Provide assistance to the Education Manager with administering attendee bookings for Community Governance study days
- Provide administration and in person support to the Conference Manager when delivering live events
- Ensure the SLCC’s excellent reputation for delivery of training events and conferences is maintained and delegate satisfaction exceeds expectations
- Undertake continuous professional development in identified areas
- Undertake duties and activities as may be reasonably requested of you as an Officer of the SLCC

### Person Specification

<b>Person Specification</b>		
<b>Experience</b>	<b>E</b>	<b>D</b>
Experience of facilitating virtual and hybrid events	X	
Experience of event organisation and administration	X	
Proven track record in delivery of in person events	X	
Ability to prioritise, work under pressure and to meet strict deadlines	X	
Ability to engage with both delegates and team members	X	
Demonstrates exceptional problem-solving skills when under pressure	X	
Experience of working within the Local Council Sector		X
<b>Skills</b>	<b>E</b>	<b>D</b>
Exceptional organisational & communication skills	X	
Enhanced written skills	X	
Proficiency in Microsoft Office suite	X	
Active listening and interpersonal skills	X	
Ability to motivate and inspire others	X	

E – Essential, D - Desirable