

<b>Job Title:</b>	<b>Events and engagement officer</b>
<b>Grade:</b>	<b>3</b>
<b>Reports to:</b>	<b>Events and engagement manager</b>
<b>Hours:</b>	<b>Full time (35 hours per week)</b>

## About the RCSLT

The Royal College of Speech and Language Therapists (RCSLT) is the professional body for speech and language therapists (SLTs) across the UK. The RCSLT support SLTs by providing leadership, setting professional standards, facilitating research, promoting better education, and training.

The RCSLT team consists of approximately 70 staff who offer support to over 21,000 members. Colleagues are predominantly based in the London office and others in Belfast, Edinburgh, and Cardiff offices.

## Main responsibilities of an events and engagement officer:

In line with the strategic objectives of the RCSLT, the events team coordinates a range of webinars and workshops, host an annual award ceremony and bi-annual conference. The team also offer ongoing support to the RCSLT Hubs (region-based networks) and CENs (clinical excellence networks), organise attendance at external events to raise the profile of the profession, and lead on student engagement activities.

All events are delivered to a high and professional standard and the team often work to tight deadlines. Events are evaluated whenever possible so that continuous improvements can be made.

Reporting to the events and engagement manager, the events and engagement officer will have their own responsibilities and projects within the team and will need to prioritise their own schedule of work which may consist of the following:

### RCSLT webinars

- Leading with webinar production and delivery for the RCSLT's successful programme of webinars, some, in collaboration with partner organisations
  - Setting up software/platforms
  - Leading on planning and production and chairing planning meetings
  - Collaborating with colleagues on the content of each webinar
  - Leading on marketing/promotion of webinars
  - Leading on technical and logistical support
  - Managing post-event logistics, including chairing post-event review meetings
  - Supporting the events manager with webinars commissioned by external organisations

### Events Planning and Delivery

- Contributing to the planning and project management of the RCSLT's events programme (conferences, study day, seminars, receptions, HEI (higher education Institutions) roadshows and webinars) with specific emphasis on logistics coordination, working closely with colleagues in own and other teams including:
  - Attendance at RCSLT events to provide logistical and delegate support
  - Assisting with the attendance of the RCSLT at events managed by other organisations

### **External events**

- Liaise with other organisations to secure a stand for RCSLT
- Liaise with colleagues to organise merchandise needed
- Onboard stand members to attend these events
- Create briefing documents/information packs and evaluations

### **RCSLT Hubs/member networks**

The aim of the RCSLT Hubs/member networks is to bring together all the talent in the profession at a regional level to form collaborations. Each Hub/member network operates both virtually and with face-to-face meetings. The postholder may need to:

- Enhance the reputation of the RCSLT as an indispensable resource for members dealing with challenges on the ground and ensure that membership of the RCSLT is perceived to be value for money.
- Provide a vehicle through which the RCSLT can support each RCSLT Hub/member network to grow its capacity and impact across, service development; leadership and innovation, research and evidence-based practice, professional development and policy and campaigning in accordance with RCSLT core values and strategic objectives.
- Work with Hub/member network steering groups to support projects and build relationships, including visits to RCSLT Hubs/member networks to promote the member offer across the UK
- Be a main point of contact for RCSLT Hub/member network, activity being both reactive and proactive and regularly updating colleagues across the UK
- Assist with facilitating engagement with local members and cross group networking
- Deal with member queries and pass to appropriate colleagues when required and encourage members to get involved with RCSLT activities.
- Train, monitor and manage Basecamp groups
- Produce resources such as presentations and newsletters
- Attend Hub Forum meetings and produce update reports for Senior Managers

And any other tasks as required.

## **Person Specification**

### **Skills/Attributes**

- Highly IT literate (Ie Microsoft Office, Zoom, Survey Monkey, Eventbrite, Campaign Master etc)
- Excellent planning, time management and organising skills, with an ability to work to deadlines while maintaining excellent attention to detail.
- Solution focussed approach to work
- Ability to cope with demanding situations and time-sensitive issues associated with supporting events and webinars, problem solving in a calm and measured way with a 'can do' attitude.
- Ability to quickly learn new tasks, processes, and technology; demonstrating a rapid

understanding of newly presented information.

- Ability to prioritise own workloads to meet deadlines
- Excellent interpersonal skills and presentation skills including demonstrable ability to develop and maintain effective relationships, and influence and persuade those internal and external to the RCSLT. Ability to relate in a confident, professional, and relaxed manner.
- Excellent communications skills – clear verbal communication skills and active listening skills.
- Written communication skills to include the ability to draft correspondence, agendas, presentations, promotional materials, and copy edit documents

### **Experience**

- Experience of working on several tasks and projects simultaneously, within a busy and time sensitive context.
- Experience of working in a customer-focused position and managing stakeholders
- Confident in liaising with VIPs such as CEOs, trustees, and celebrities in an appropriate and timely manner
- Awareness of health and safety issues and risk assessment relating to events
- Experience of finance administration

### **Personal Qualities**

- Commitment to the aims and values of the RCSLT with a focus on the member experience.
- Commitment to equality and diversity in all aspects of the RCSLT's activities and service delivery and understanding how this would apply to own area of work.
- Flexibility to travel within the UK, with occasional overnight stays if necessary.

### **RCSLT staff benefits**

- Annual salary increase (within pay grade) alongside additional annual cost of living increase
- 25 days general annual leave entitlement (increasing incrementally after 2 years), plus office closure between Christmas and New Year
- Occupational Sick Pay
- Stakeholder Pension - *RCSLT pays 9% of salary into the company stakeholder pension scheme and you are also able to make voluntary contributions above this if you wish.*
- Season Ticket Loan – on completion of probation period
- Right to request flexible working to help balance work and home requirements
- Childcare vouchers scheme
- Enhanced maternity pay
- Enhanced redundancy pay
- Eyesight test refund and contribution towards spectacles
- Group life assurance scheme – employees are automatically enrolled into this non-contributory scheme, which pays out 4x salary in the event of death in service
- Learning and Development opportunities
- Loans for the purchase of computers or bicycles
- Occupational Health advice
- Accumulation of TOIL for work carried out outside of 35 hours per week (must be cleared by manager prior to accumulation)

