

About us

We are a small agile team of specialist software event organisers, with an outstanding reputation, operating in Cambridge since 2004.

Our aim is to provide Great rather than Big events. We provide events that are close to our heart: high-value, affordable, interactive and exceeding participant expectations.

While quality and value for money are priorities, it's important to us to ensure everyone involved with our events feels they have the opportunity to achieve their goals in joining our conferences - this includes our event team. We are also committed to improving sustainability at our events.

We currently have 2 active in-person events scheduled in Edinburgh for September & October, and we are planning for 6 in person events across the UK in 2023 (3 in Edinburgh) - these are all well established events.

About the role

You will provide effective and efficient administrative and operational coordination/support for the smooth running and successful outputs of our events. This is a busy role, sometimes with conflicting priorities, so will require a calm head under pressure and some flexibility regarding work hours. Our event timelines overlap, so you will be working on multiple events at one time.

You will need to be immediately effective within the role, so proven relevant skills and experience is essential. You will have outstanding customer service skills and excellent attention to detail.

Whilst working (remotely) alongside the rest of the team, the role will involve mainly working independently from home on your own initiative and with minimum instruction so you must be able to recognise and resolve problems quickly and efficiently - that said, we are a supportive team and you should be able to ask for help when needed.

Our team joins together at events, as such you will be expected to be fully available for our in person events. Most of our events run for 3 days + 1 day for setting up.

At Software Acumen we take equal opportunities seriously, diversity and inclusion are more than just words, they are an organisational priority for our events. We have a culture where everyone is encouraged to bring their full, authentic selves to work.

Job Description

Job Title	Event Coordinator
Main Purpose	Working alongside our event team to coordinate all aspects of our world-renowned events.
Contract	Initially a 1 year fixed term contract, with possible extension and/or permanent role on offer in the future.
Location	Based in the Edinburgh area - mainly working from home
Payscale	£25,000 - £28,000 FTE (depending on experience)
Hours	20 hours a week (minimum) - will be more when the conferences are taking place and you will be expected to attend the face-to-face events in person. Hours can be flexible to suit the individual. There will be occasional working outside of agreed hours where events require it.
Working week	Monday - Friday
Holiday	23 days. The holiday entitlement runs from 1st January to 31st December. An additional 1 day holiday is earned per full year of service with the company subject to a maximum of 7 additional days. + 8 bank holidays
Reports to	Business Manager
Direct reports	None
Interviews	First round of interviews will be virtual, we will hold in person interviews in Edinburgh during our next events: 28/09/2022 - 07/10/2022

Key tasks & responsibilities

Venues	Help the Business Manager source suitable event venues, negotiate and liaise with venue staff as appropriate in relation to all aspects of the event, catering, room set-ups, AV, equipment etc.
Sponsors	Work with the Business Manager to proactively provide information and support to event sponsors as required, from enquiry to post event.
Speakers	Take responsibility for looking after speakers, issuing acceptance / decline emails, providing information, helping with expenses, travel and misc questions and support.
Participants	Be the primary point of contact for all event participants, provide information, answer questions - including questions about ticketing, discounts, invoicing and event preparation & logistics. Manage group bookings, name changes, dietary & access requirements etc.
Ticketing	Manage and update Eventbrite: e.g add and maintain tickets, promo codes, sponsor links, group bookings. Weekly ticket tracking and reporting.

Event Days	Ensure events run smoothly on the day by being on site to coordinate the event from start to finish, including responsibilities such as checking venue set-up (inc. catering), participant registration, assisting speakers, checking AV set-up (with tech team) and packing down the event.
General	<ul style="list-style-type: none"> • Help with travel and accommodation arrangements • Responsible for looking after equipment kept in Edinburgh • Process post-event feedback, ensuring that any feedback requiring action is flagged and where appropriate, dealt with • Assist with the production & development of event reports • Take part in event retrospectives, suggest ideas for improvements • Help manage and coordinate event team volunteers • Any other tasks and duties that are to be considered as reasonable to ensure the efficient running of the business.
Website, marketing and social media <i>(training can be provided)</i>	<ul style="list-style-type: none"> • General website updates as required • Update session and/or speaker details as necessary • Assist with maintaining content on social media platforms (Linkedin, Twitter, Vimeo) • Help proof printed and online copy
Flexibility	<p>We are a small team, it is important that there is a certain amount of flexibility in relation to taking on new responsibilities and learning new parts of the role, as the company grows and the events expand in scope and scale.</p> <ul style="list-style-type: none"> • Must be able to travel within the UK • Some events may involve unsociable hours in relation to start/finish times so flexibility will be required in this regard

Person Specification

Essential	Desirable
Education	
<ul style="list-style-type: none"> • A range of GCSEs at A-C grade or equivalent OR Vocational qualification at NVQ Level 2 or equivalent and/or • Proven experience of coordinating and facilitating events face to face 	<ul style="list-style-type: none"> • Two A Levels, or Higher Degree in relevant subjects - <i>(not essential)</i>

Knowledge & Skills	
<ul style="list-style-type: none"> • Strong administrative & organisational skills (planning, organising, coordinating, and implementing) • Good written and verbal communication skills, in English, - (able to write clearly, concisely) • Methodical 	<ul style="list-style-type: none"> • Good grammar, vocabulary • Proofreading experience • Working knowledge of GDPR • Experience facilitating events virtually • Skills to analyse data (in Google Sheets)

<ul style="list-style-type: none"> ● Ability to manage competing priorities, adapt to changing information and priorities ● Able to work independently, plan your own diary and take the initiative ● Able to react to and retain important information received at a fast pace from various sources ● Confident and capable with spreadsheets 	<ul style="list-style-type: none"> ● Experience running Covid safe events ● Knowledge of Agile, UX & Service Design ● Experience of implementing sustainable initiatives at events ● Experience of using: <ul style="list-style-type: none"> ○ Eventbrite ○ Google Suite ○ Slack ○ Trello ○ Miro ○ MAC ○ Drupal8 or similar ○ Zoom ○ Zapier
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Personal Qualities	
<ul style="list-style-type: none"> ● Excellent attention to detail ● Approachable, professional, calm and friendly manner ● Logical thought processes i.e. recognise that one change in a process has a knock-on effect ● Self-motivated - able to use initiative and work independently to resolve problems ● Able to recognise when to seek support ● Able to anticipate needs when necessary ● Able to work under pressure and to tight deadlines ● Ability to communicate with a wide range of people in a professional manner, written and verbally - comfortable working with people of all nationalities and non-native speakers of English ● Motivated to learn new skills as they become necessary ● Highest standards of ethics and integrity, able to maintain confidentiality ● Work with enthusiasm and take pride in who we are and what we do as an organisation - able to uphold the company's values of delivering top events ● Able to work collaboratively with a remote-based team using appropriate technologies to build close working relationships ● Excellent problem-solving skills with the ability to think quickly and react promptly to potential problems ● Understanding the value of working sustainably 	<ul style="list-style-type: none"> ● Analytical ● Process driven when necessary ● A commercial mind and determination to succeed ● Keenness to improve processes ● A passion for all things digital and a strong desire to learn, create, contribute and innovate.

Application question(s):

- Can you provide proof of your right to work in the UK?
- Would you be able to travel to Cambridge or London for occasional team meetings if/when required
- Can you travel and stay overnight for 1 - 4 days at in-person events?

Additional information:

- This position is mainly sedentary. Primary functions require sufficient physical ability and mobility to work in a home office setting; to read, sit and type for sustained periods of time; to walk, stand, reach and bend ; *at events this may include moving and setting up event equipment, of light to moderate weight*; to operate equipment requiring repetitive hand movement and fine coordination; and to verbally communicate to exchange information.

Benefits

- We offer a unique, friendly, supportive environment in which to work
- Our team has always worked from home and this is not expected to change
- We operate as an agile company
- Casual dress
- Home office equipment provided (Mac, Keyboard, Mouse, Chair, Mobile & Screen)
- Flexible working
- You do not need a driving licence
- Opportunity to input to, and be involved in, the company events strategy and development
- Training opportunities and development
- Gain a lot of experience and responsibility quite early on
- If eligible, the organisation will auto-enrol you into a pension scheme, in accordance with its pensions auto-enrolment obligations.