

Level: Developing/Skilled

Indicative grade 5/6

Example job titles: Events Assistant/Administrator, Events Officer/Coordinator

Experiences

Activities and responsibilities likely to be required when working at this level

(G6) Produce a budget; Structure an event; Venue and supplier sourcing; Support medium/large events; Manage small scale events; (G5) Prepare event materials; Produce/prepare promotional copy; Deliver repeat events.

Personal and professional development

Development options to consider when working towards this level

On the Job Learning

Data inputting; Booking venue space; booking internal services; Drawing up simple draft budgets, potentially using previous examples/templates; Checking copy for mistakes, corrections; Managing attendees (queues, customers); volunteer at various events to get experience of different event types.

Interactions with others

Connect with more senior team member or colleagues in another departments; Shadow people in similar roles from other departments.

Formal training

UCL Finance training; Health & Safety training.

UCL Ways of Working for Professional Services

These describe expected behaviours in line with UCL culture and values.

For further information, and more detailed indicators, search "UCL Ways for Working for Professional Services" on the UCL website.

Personal Excellence

Being able to recognise and report bullying, harassment and discriminatory behaviour.
Serving colleague and stakeholder needs as efficiently and effectively as possible.
Being consistent and doing what you say you will do.
Planning effectively so that work is delivered and others are not delayed.

Working Together

Being a collaborative member of your team.
Actively seeking out feedback and opportunities to develop.
Building rapport and being comfortable talking to others.
Being open to feedback to improve the quality of your work.

Achieving Our Mission

Understanding how your work fits in with others' and its importance in the wider context.
Bringing a positive attitude to change or innovation.
Working methodically, prioritising and managing a reasonable amount of tasks.
Planning effectively and recognising and flagging any delivery problems ahead of time.

Transferable skills and competencies

FOLLOWING INSTRUCTIONS AND PROCEDURES

DEVELOPING RESULTS AND SETTING CUSTOMER EXPECTATIONS

PRESENTING AND COMMUNICATING INFORMATION

Level: Independent

Indicative grade 7

Example job titles: Event/Programme Manager, Senior Officer

Transferable skills and competencies

PLANNING AND ORGANISING

PERSUADING AND INFLUENCING

ANALYSING

Experiences

Activities and responsibilities likely to be required when working at this level

Subject matter expert in their areas of specialism. Delivery focused with supervisory responsibilities

Manage events; Liaise with internal and external services ; Manage a team of event staff on the day; Responsible for aspects of large event; Create detailed and useful run sheets; Budget management; Monitoring and analysing of feedback; Write event risk assessment; May have supervisory responsibilities. Put together and control project budgets.

Personal and professional development

Development options to consider when working towards this level

On the Job Learning

Lead on low complexity/medium complexity events from inception to completion; writing risk assessments; Develop skills to manage: budgets, venue booking, catering, marketing, speaker liaison; conducting research and evaluation (competitors, opportunities, risks). Creating and managing project-related budgets.

Interactions with others

Become a member of specialist/ professional organisation; link to networks (internal and external) relating to an aspect of events management

Formal training

Dealing with difficult situations training; introductory project management; risk assessments; Social media or marketing training to learn how to attract people to your event; 'Making Events Accessible' training. Plan for undertaking a professional qualification.

UCL Ways of Working for Professional Services

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For further information, and more detailed indicators, search "UCL Ways for Working for Professional Services" on the UCL website.

Personal Excellence

Being supportive and kind to others around you.

Persistently committed to providing a responsive and helpful service.

Taking time to appraise situations and to consult where necessary.

Having zero tolerance to bullying, harassment and discriminatory behaviour in teams.

Working Together

Delegating with appropriate guidance and encouraging initiative.

Giving timely, actionable feedback and seeking feedback yourself.

Promoting personal and professional development for yourself and others.

Finding creative ways to document and share solutions to standard situations and/or problems.

Achieving Our Mission

Willing to try new ideas which may improve outcomes.

Being clear on how your work and that of your team fits into overall UCL 2034 objectives.

Willing to work with teams from the extended UCL community on cross-institutional projects.

Working to a plan and knowing how individual tasks and responsibilities fit into it.

Level: Advanced

Indicative grade 8

Example job titles: Senior Events Manager, Head of Public Programmes

Transferable skills and competencies

LEADING AND SUPERVISING

ADAPTING AND RESPONDING TO CHANGE

CREATING AND INNOVATING

Experiences

Activities and responsibilities likely to be required when working at this level

Subject matter lead on larger projects; responsibility through matrix relationships. May have people management responsibilities; Manage a large-scale event (team); Write event proposals; Produce event programme/project plans; Build and maintain relationships with stakeholders; interacting with senior management.

Personal and professional development

Development options to consider when working towards this level

On the Job Learning

Getting high performance from team; writing strategic proposals/reports for programmes and events; creating event designs and formats.

Interactions with others

Take an active role in Communities of Practice; become a mentor; find opportunities to work with senior management.

Formal training

Leadership and management training; evaluation methods; formal project/events management training (ideally leading to professional qualifications).

UCL Ways of Working for Professional Services

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For further information, and more detailed indicators, search "UCL Ways for Working for Professional Services" on the UCL website.

Personal Excellence

Responding proactively to the needs of colleagues and students.

Making inclusivity core to actions and decision-making for self and team.

Role-modelling an ability to balance work and personal needs.

Delivering on commitments to tasks and people.

Working Together

Listening closely, and speaking with clarity to colleagues, students and stakeholders to build rapport and credibility.

Sharing relevant knowledge and experience and encouraging those around you to do the same.

Empowering others by giving them freedom to act, and recognising their achievements.

Letting relevant colleagues, stakeholders and wider communities know what's happening at all stages.

Achieving Our Mission

Demonstrating clarity about how your work fits into the wider UCL mission and what you can do to support the 2034 goals.

Defining objectives and setting out clear and relevant future goals.

Being able to monitor and manage multiple projects.

Accepting accountability for your own decisions and actions.

Level: Senior

Indicative grade 9

Example job titles: Head of Events

Transferable skills and competencies

ENTREPRENEURIAL AND COMMERCIAL THINKING

CREATING AND INNOVATING

FORMULATING STRATEGIES AND CONCEPTS

Experiences

Activities and responsibilities likely to be required when working at this level

Accountable and driving completion of deliverables of a sub-function in line with departmental/institutional strategy; Develop compelling and thematic programme that engages audiences and stakeholders; Ensure quality, impact and benchmarking; Successful leadership and management of teams.

Personal and professional development

Development options to consider when working towards this level

On the Job Learning

Plan and oversee a thematic programme of events; engage senior stakeholders; diversify income streams through events; leverage relationships with colleagues on strategy/ research to proactively identify collaborative event opportunities; Play key role in senior meetings; be a go-to person for either all UCL or a large area for advice and guidance.

Interactions with others

Attend stakeholder meetings on broader topics to have an events presence; consider joining a professional association (eg Association of Event Organisers/Association of British Professional Conference Organisers); attend forums e.g. CASE; build relationships with event professionals across HE.

Formal training

Project management qualification; formal marketing qualifications e.g. CIM, depending on area of events; Strategic planning.

UCL Ways of Working for Professional Services

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For further information, and more detailed indicators, search "UCL Ways for Working for Professional Services" on the UCL website.

Personal Excellence

Following through on commitments to people and tasks.
Having an adaptable and flexible approach, seeking ways to do things better.
Showing an active commitment to inclusion and diversity.
Visibly demonstrating supportive leadership.

Working Together

Encouraging others to pursue their development needs, and exploring options with them.
Being able to give, and receive timely and constructive feedback.
Proactively working with other people, teams and functions for the benefit of the institution.
Sharing information and keeping all relevant parties in the loop.

Achieving Our Mission

Providing a clear strategic direction and making sure everyone has what they need to get the job done.
Encouraging innovative ways of working that benefit the organisation, based on robust understanding of processes and practices.
Setting appropriate challenges and being clear around individual responsibilities.
Letting others take ownership of their decisions.