

Job Description: Events and Projects Officer

Reports to: Head of Delivery

Location: Currently operating hybrid working in our West London Office (events permitting)

Contract: Permanent

Pattern: Full Time (standard hours 9am – 5.30pm)

Salary: £32,000

About the role:

It is an exciting time to join the Ark Learning Institute team. Ark Learning Institute is the centre of excellence for professional development for Ark Schools. We design and deliver pioneering development programmes to develop all ~4000 colleagues across the entire organisation. From our Ofsted 'Outstanding' initial teacher training programme; to our transformative approach to developing teachers and leaders and the central team; to our mission-driven apprenticeship and operations offer as well as delivery of golden thread qualifications.

We are looking for someone with experience in large scale event and project coordination looking to develop their skills further. They would:

- Provide effective operational support for the delivery of our large-scale network events (between 2000-4000 attendees) and smaller training initiatives (virtual and in-person)
- Provide project support to cross-team change and improvement initiatives
- Provide day to day support with the management of our LMS (Thinqi) and improve the ways we use it

This role will be at the heart of providing effective operational and event support to initiatives that are instrumental into making Ark Learning Institute's vision into reality - unlocking the full potential of the pupils we serve through transformative professional development for all.

The successful candidate will get personalised development throughout their journey with Ark, and fully funded opportunities to further professional qualifications. We will be happy to support the successful candidate through a formal apprenticeship programme in an Event/Project Management related programme if that would be of interest.

Key Responsibilities:

Operational support for the delivery of our large-scale network events and smaller training initiatives - virtual and in-person (50%)

Manage the logistics of our network events (2000-4000 attendees) and be the first point of contact for delegates, schools and partners from an operational perspective by:

- Being the first point of contact for our events, making sure to be a great ambassador for the Ark Learning Institute and providing excellent and seamless event experience
- Project managing the creation of event agendas/schedules and making sure any potential clashes are considered
- Managing the registration and communication process for events, and ensuring accurate attendance records for each event
- Responding to attendee and school queries in a timely manner
- Attending and managing logistics of events (virtual and in-person)
- Working with schools and external venues to manage resources required (i.e. AV and catering)
- Liaising with external vendors and training providers by forming great working relationships with our partners
- Keeping track of and monitoring event expenditure ensuring events are delivered to budget
- Tracking engagement metrics for events (attendance at events, feedback, etc.) and producing reports for senior stakeholders
- Working closely with facilitators, subject matter experts and senior stakeholders to understand event requirements and convert those into operational plans

- Designing and adapting training materials (booklets, handouts, videos and slides) needed for the delivery of training events
- Producing high quality event communications through varied means – newsletters, intranet, e-mail and announcements through our LMS

Provide project support for cross-team change and improvement projects (30%)

Work with the Head of Delivery on supporting change/improvement project across the institute. The person in this role will be able to get involved in a variety of projects such as system procurement and implementation, event/comms process improvements, data and reporting improvements to name a few. They will support with:

- Providing operational support to project groups by managing project documentation, preparing materials, scheduling meetings and others
- Supporting the collation of project requirement and briefs
- Conducting research to support project decision making
- Identifying opportunities for process/system improvements and efficiency gains.
- Conducting focus groups and user testing

Provide day to day support with the management of our Learning Management Systems (Thingji) and improve the ways we use them (20%)

- Manage the administration of the platform alongside fellow team members
- Be involved in creating e-learning content (full support given)
- Encourage user engagement by executing targeted campaigns and featuring relevant/new content
- Assigning compulsory/required courses to relevant groups and ensuring those are completed in the timeframes required with support from other team members during busy periods
- Keep track of and review user feedback and issues identified to maintain and update the platform Help and FAQ pages
- Identify opportunities for platform feature developments to improve user experience

Other:

- Provide operational support to the team as required by line manager and/or Director

Person Specification: Events and Projects Officer

Qualifications

- Project/Event management and/or equivalent work experience (essential)

Knowledge & Skills

- Excellent project management skills with attention to detail, and ability to handle multiple projects/ stakeholders (essential)
- Excellent IT skills, with specific skill in using Microsoft Office applications (especially proficient PowerPoint, Excel and SharePoint) (essential)
- Strong experience of planning complex event schedules and calendar management (essential)
- Strong experience of project and/or in-person and virtual large-scale events management (essential)
- Strong written and oral communication skills including the ability to: write effective copy, proofread, and produce comms for diverse audiences (essential)
- Excellent communication upwards, influencing skills and the ability to build positive working relationships quickly (essential)
- Experience of Learning Management Systems or other systems (desirable)
- Experience of working in/or with schools and knowledge of the education sector (desirable)
- Experience of system procurement and implementation (desirable)

Personal Qualities

- A person who thrives off participants on our learning programmes having a seamless experience
- Takes initiative in everything they do and shows a willingness to go the extra mile
- Absolutely must take pride in their work with great attention to detail
- Is resilient and will find a way to overcome barriers
- Flexibility and responsive to change
- Diplomatic and must have an active willingness to be a team player
- Internally motivated and committed to driving up standards of work
- Hungry to develop themselves

Other

- Right to work in the UK
- Commitment to equality of opportunity and the safeguarding and welfare of all students
- Willingness to undertake training
- This post is subject to an enhanced DBS check

Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.

Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this [link](#).

We aim to build a diverse and inclusive organisation where everyone – staff and students – can do their best work and achieve their full potential. We want to reflect and represent diverse perspectives across our organisation because we know that doing so will make us stronger and more effective. To know more about Ark's diversity and inclusion commitments, please click on this [link](#).