



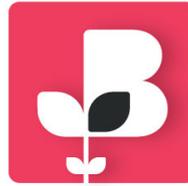
Staffordshire
Chambers of
Commerce.

EVENTS AND TRAINING TEAM LEADER

Full Time

Recruitment Pack

April 2019



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At Staffordshire Chambers of Commerce, we believe that we can help all the people of Staffordshire to be more prosperous and have more opportunities, by helping businesses to belong to the Chamber and do things better. We take pride in delivering excellent services to our members and expect the highest standards from our employees.

EVENTS AND TRAINING TEAM LEADER

Salary Circa £22000

We have a fantastic opportunity for an enthusiastic and customer focused Events and Training Team Leader to join our team. Based at our offices at Festival Park, Hanley and with experience of working in an events role you will be able to organise and deliver a programme of events, both small and large.

You must be hard working, an excellent team player with a positive attitude and the ability to use your initiative to lead, manage and organise a creative programme of events and training courses designed to meet members' needs.

We offer an attractive benefits package, a rewarding role in a great team and good opportunities for personal development.

This is a full-time role, working Monday to Friday, a total of 35 hours per week

Further information about Staffordshire Chambers of Commerce is available on our web site www.staffordshirechambers.co.uk.

Closing date: **10/05/2019**



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About Staffordshire Chambers of Commerce

Staffordshire Chambers of Commerce has been in existence for over 200 years. It was borne out of a desire from businesses to meet together and trade and ensure that there was a voice for business and an organisation to represent their needs and deliver services to help them. We continue to deliver this role and have developed a wider relationship as part of the recognition of the contribution that the business community makes to economic and social success.

We provide the following services to support businesses start, grow and succeed.

Business Support – we are, at our heart, a membership organisation and believe that the best business support can come from the services we offer through our experienced staff. We have a range of member only services as well as funded programmes. We have developed specific membership offers to reflect our local economy in response to various sector groups in membership.

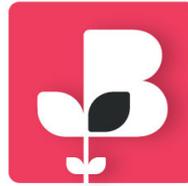
Enterprise Support – we aim to inspire the entrepreneurs of tomorrow through bringing schools and businesses closer together, helping individuals start up their own business, educating teachers on the businesses in the area and supporting students in HE and FE to have the relevant skills for business and industry. We have established a club specifically for fledgling businesses to help them get established and lead into membership of the Chambers.

Trade – we encourage international trade through our DIT programme and export documentation service as well as supporting local trading through exhibitions, events and lobbying for local procurement opportunities. We have launched a specific international trade membership offer.

Training – we have a comprehensive, business focussed programme of training to encourage the workforce to reach its full potential, and which can be delivered on our premises or in a business through a bespoke service. We are developing our offer through partnerships with the universities and FE colleges in the county.

Events - we organise over 150 events each year of varying scale and size. This supports and informs business, helps strengthen supply chains and informs the business community of funding, finance, legislation, opportunities and risks.

Representation – this is a service at the heart of Staffordshire Chambers and is largely to support members. We do take on issues that affect the whole business community and lobby at all levels of policy and decision making.



Job Description

Job Title:	Events and Training Team Leader
Salary:	Circa £22000 Dependant on experience
Location:	Staffordshire Chambers of Commerce

Our Vision

All employees of the Chamber are expected to contribute to our vision:

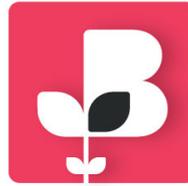
‘Staffordshire Chambers believes that we can help all the people of Staffordshire be more prosperous and have more opportunities, by helping business to belong to the Chamber and do things BETTER’.

Our Values

Our vision is supported by a set of core values which define the standards and behaviours which are expected of all employees:

We are:

- **Bold**
We try new things
We are passionate about making a difference
We always put our members first
- **Excellent**
We achieve the highest standards
We seek to improve continuously
We are committed to equality of opportunity
- **Trusted**
We communicate well
We are consistent in our approach
We put colleagues and customers first
- **Team Focused**
We are an outstanding team
We are focused on achieving our vision
We respect and support each other
- **Ethical**
We represent our members professionally
We make a positive contribution to the community
We act with integrity
- **Responsive**
We are open to change
We respond positively to customer feedback
We maximise opportunities



Job Purpose

To lead, manage and organise a creative programme of events and training courses designed to meet members' needs. This role has responsibility for supporting the Chambers' strategic objectives by enhancing the delivery of an innovative marketing and communications plan to increase membership and income and to enhance the Staffordshire Chambers' reputation.

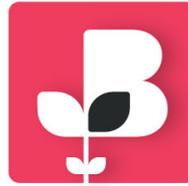
Principal Accountabilities

- With input from colleagues, organise, co-ordinate and deliver a professional programme of events and training courses.
- To manage a small team ensuring that key activities are undertaken, providing leadership and support where required.
- Research and develop new ideas for events and training designed to deliver information, networking and business development opportunities to members and other businesses.
- Support the use of technology in events and training.
- Ensure all events and training courses are thoroughly planned to the finest detail so that everything runs smoothly on the day, ensuring that delegates receive the best possible impression and that they reinforce the brand and "funky corporate" identity.
- Host events and meetings where required and be the informed point of contact for event and training enquiries, resolving as many queries as possible at first point of contact.
- Obtain and evaluate feedback on activities to inform future delivery and ensure events meet members' specific requirements and monitor the impact of the activities undertaken and report as required.
- Seek and manage sponsorship when required.
- Manage income and expenditure of events and training courses and produce weekly/monthly reports.



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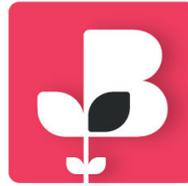
- Support training, events and additional projects using CRM systems.
- Managing booking payment system for training, events and produce invoice/credits where required.
- Create and deliver a communications plan to push out to potential delegates.
- Gather images and stories to create content for marketing through attendance at events.
- Support production of the Chamber training and events brochure.
- Liaise with trainers for training, events and other contracts.
- Manage set up and pack down of events and training courses.
- Ensure the Chambers' brand image is used to maximum effect, that the brand values and imagery are consistently communicated and that all activities undertaken contribute to and support the Chamber's vision and values.
- Support on the management of internal/external room hire including set up and pack down.
- Identify and process promotional activity with the aim of creating new members and retaining existing ones, working closely with the marketing, membership and policy teams.
- Keep within the allocated budget for any given activity and comply with any funding guidelines and regulations as appropriate.
- Carry out any other duties as requested by senior management.
- Participate in internal/external meetings and training as required.



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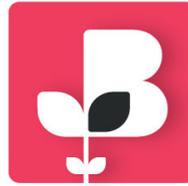
General requirements

- Work diligently to meet the requirements of the role.
- Use the Chambers' CRM system and others as relevant to the role.
- Always seek to improve to achieve the highest quality standards and follow the Chambers' quality assurance operating procedures.
- Contribute to the Chambers' commitment to work in a commercially successful way.
- Participate in internal/external meetings and training as required.
- Ensure that all relevant policies, procedures and working practices are adhered to at all times.
- Participate positively in one to ones and appraisals.
- Work in accordance with the Chambers' culture, values, aims and objectives.
- Act as an ambassador for the Chamber at all times when dealing with members or representing the business.
- Contribute to the Chamber's team working environment, taking ownership of issues and supporting colleagues where appropriate.
- Be flexible and willing to undertake any other duties that may be reasonably required.
- To work from other Chamber offices if required.



Person Specification

Job Title: Events and Training Team Leader		
Criteria	Essential or Desirable	Method of Identification
Qualifications		
Minimum A-level standard (experience may compensate)	Essential	Application/Interview
Events Management qualification	Desirable	Application/Interview
Proven Experience		
Experience of organising and delivering a programme of events, both small and large	Essential	Application/Interview
Experience of working in an events role	Essential	Application/Interview
Experience of attending business networking events	Essential	Application/Interview
Proven experience of working to targets	Essential	Application/Interview
Knowledge, Skills and Abilities		
Excellent use of IT	Essential	Application/Interview
Able to contribute positively to the Chamber's vision and BETTER values	Essential	Application/Interview



Outstanding customer service skills	Essential	Application/Interview
Professional and friendly approach	Essential	Interview
Time management, able to prioritise and achieve deadlines	Essential	Interview
Excellent verbal and written communication skills – able to open and introduce events	Essential	Application/Interview
Knowledge of the appropriate use of social media	Essential	Application/Interview
Experience of budget and financial management	Essential	Application/Interview
Other Attributes		
Positive and proactive approach	Essential	Interview
Team player	Essential	Application/Interview
Driver with own vehicle	Essential	Application/Interview
Able to work flexibly including mornings, evenings and weekends when required	Essential	Application/Interview



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How to Apply

Please send your CV to Sandra O'Sullivan **together with a supporting letter** detailing how you meet the requirements of Events and Training Team Leader and how you support the Chamber BETTER values.

Applications should be emailed or posted/delivered to Staffordshire Chamber of Commerce, Commerce House, Festival Park, Stoke On Trent ST1 5BE

Closing date: **10/5/2019**

Thank you for your interest. We hope that this recruitment pack provides all the information you require, however if you have any queries, or would like to have an informal conversation about this role please contact Sandra O'Sullivan.

Staffordshire Chambers of Commerce is an equal opportunities employer

Data Protection

Staffordshire Chambers of Commerce will use any data you provide in your application to assess your suitability for the position advertised. This data will not be further processed unless your application is successful.

All candidate information gathered through our recruitment campaigns will be protected and we will fulfill the requirements of the relevant legislation.

In the case of unsuccessful applicants, we will retain all relevant recruitment paperwork for a period of 12 months in case of any claim/dispute, after this time the paperwork will be destroyed by shredding or other confidential waste disposal methods.

Successful candidates will have their recruitment paperwork retained within personnel files and in line with our data retention schedule.

The Chamber will not use any form of automated processes in its recruitment decision making.

If you require any further information in relation to the protection of your data, please contact us using the details above or view our HR Privacy Policy at www.staffordshirechambers.co.uk



Equality and Diversity Monitoring

Staffordshire Chambers of Commerce is committed to equal opportunities and diversity in all its activities. It is determined that in its provision of services and as an employer it will ensure equality of opportunity for all, regardless of age, race, gender (including gender reassignment), disability, marital status, sexual orientation, or religion or personal belief.

To help us implement and monitor this policy please could you provide us with the following information:

1. Gender

Male Female Other

2. Disability

Do you consider yourself to have a disability?

Yes No

If yes, please give brief details:

3. **Date of Birth** ----/----/-----

4. Ethnic Origin

A White

- British
- Irish
- Any other white background, please state



B Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed background, please state

C Asian, Asian British

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background please state

D Black, Black British

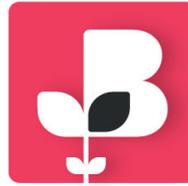
- Caribbean
- African
- Any other Black background, please state

E Chinese, Chinese British, Chinese English, Chinese Scottish, Chinese Welsh or other ethnic group

- Chinese
- Any other background, please state

5. Sexual Orientation

- Bisexual
- Heterosexual
- Homosexual (Lesbian/Gay)
- Other



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6. Religion or Personal Belief (Please state)

Thank you. This information will be kept separate from your application form and will be treated in the strictest confidence.