

Job Description

Events Officer

Job Title:	Events Officer
Location:	Hybrid - Bisham Abbey National Sports Centre, Buckinghamshire
Salary:	£20k - £26k per annum (dependent on experience)
Contract:	Full time, permanent,
Responsible to:	Events Manager.

BACKGROUND

England Hockey is the National Governing Body for the sport of Hockey. England Hockey has income and expenditure of circa £9m p.a. It is responsible for the management and development of the sport from grass roots to elite activities. England Hockey is also the nominated country for Great Britain Hockey and is responsible for assessing and preparing Great Britain squads to qualify for and participate in the Olympics.

England Hockey has a membership comprising clubs (c800), 8 areas, counties and regions which affiliate to it. c150,000 individuals play regularly in the club system with an estimated 15,000 playing at university/college. Over 15,000 coaches, umpires and officials are supported and developed by the England Hockey.

England Hockey employs 70 staff and also uses over 100 consultants in performance / coach / official / leadership education and development.

NATURE AND SCOPE:

England Hockey is on a journey to transform its commercial and business operations following the pandemic to make sure we continue to grow our game with strong foundations and appeal to our existing as well as our future members and audiences.

Our Competitions and Events are a key part of this strategy in engaging with our members and audiences, raising the profile of the game and increasing commercial interest in the Sport.

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The Events Office will give a dynamic and effective approach in planning and delivering the Championship Calendar as well as supporting delivery of the international event programme and key strategic projects within the business.

KEY TASKS AND RESPONSIBILITIES

Your time would be spent fully in the Events team, as part of the new Sport and Development Directive, which key interfaces with the Competitions and Areas teams.

Attendance at England Hockey Domestic and FIH Pro League match-days and prep days is a requirement.

- Support the delivery of key aspects of the England Hockey Championship finals, to ensure an exceptional event experience for all client groups; shaping their journeys and reviewing, setting and monitoring service levels on an ongoing basis.
- Support the Events Manager and Event Project Manager in the planning and delivery of the FIH Pro League and other international fixtures, leading on designated functional areas and utilising the skills of internal and external stakeholders to maximise efficient output, leading on agreed functional areas.
- Engage and recruit additional workforce to produce the events, ensuring that they are of good calibre and work is delivered according to agreed deadlines.
- Follow set processes to monitor, evaluate and review the quality of event delivery and utilise this feedback to improve performance on an ongoing basis.
- Attend events where applicable including weekend work and public holidays.
- Be the point of contact agreed external suppliers and stakeholders.
- Oversee volunteer briefing, communication, and management on-event.
- Use key event programmes for event planning and delivery, such as Volunteer Kinetic and CM.com Tickets.
- Create event management plans and key event and documentation.
- Respond to customer queries in shared inboxes.
- Contribute to the long-term event mapping for domestic and international hockey in England.
- Facilitate good event practice for the England Hockey Areas at points of the season.
- Any other reasonable duties determined by the Events Manager.

PERSON SPECIFICATION

Our teams are focused on delivery for the good of the sport and work collaboratively across the organisation. We are also a values-based organisation with a strong ethos to work with integrity and nurture an environment of inclusion. Any individual joining us would need to demonstrate that this culture would be one they could thrive within and help us make it even stronger.

QUALIFICATIONS AND EXPERIENCE

- Educated to degree level or equivalent industry experience.
- Demonstrable experience of volunteering or working in sport activity.
- Demonstrable passion for hockey, sport, competitions or events.
- Excellent IT knowledge - comfortable with Outlook, MS Teams, PowerPoint, Word, Excel.

SKILLS AND ABILITIES



- High energy, enthusiastic, pro-active, and confident with customer-focus and the ability to manage and motivate an event team.
- Organised and efficient with strong planning skills
- Ability to work at pace and manage multiple workload whilst achieving goals and objectives.
- Meticulous attention to detail with a logical process-driven approach to delivery, taking pride in quality and accuracy.
- Ability to work cross-functionally with clear and accurate written and spoken communication skills.
- Willingness to learn.
- A willingness and ability to work unsociable hours.
- Full driving licence with access to a car.

This job description is not intended to be regarded as inclusive or exhaustive and will be amended in the light of the changing needs of the organisation. All employees will be expected to support our major events.

To Apply:	Please submit your CV (maximum 2 pages) with a one page covering letter by email to: Michele Townsend, Head of People: careers@englandhockey.co.uk clearly identifying how your skills and experience are relevant to the requirements outlined in the job description.
Closing Date:	23 rd March 2023
Interview Date:	30 th March 2023