

Job Description The Labour Party

Job Title: Conference Services Assistant

Responsible to: Commercial Manager

Location: Labour Head Office, Newcastle

Responsible for: The post holder will be responsible for providing administrative and events support to the Conference Services team. Customer services to all applicants to national and regional events and conferences.

Specific Responsibilities

1. Assisting with conference and event bulk mailings and e-mailings, in line with departmental communications strategy.
2. Processing conference and event applications and producing badges.
3. Supporting all stakeholders whilst coordinating with incoming and outgoing communications, both written and verbal.
4. Assisting with the sales of conference passes and products to include making sales calls and processing online sales.
5. Assisting with all areas of conference including booking travel and accommodation, processing payments and bookings for events as directed by the Commercial Manager.
6. To support the administration of regional and national dinners, fundraising events and conferences.
7. Attending national and regional conferences, policy forums and other events to provide onsite event support as directed by the Commercial Manager or the Head of Commercial.
8. Providing financial administration to the team including, processing payments, raising purchase orders and invoices.
9. To carry out any other reasonable task as directed by Commercial Manager or the Head of Commercial.

Person Specification The Labour Party

Knowledge

- Knowledge of the aims and structure of the Labour Party.
- Working knowledge of databases and event registration systems is desirable.

Experience

- Experience in event administration is desirable.
- Administration experience in a busy and fast paced environment.
- Previous customer service experience.

Skills / Abilities

- Excellent administration skills.
- Excellent organisational skills.
- Excellent customer service skills.
- Ability to successfully deal with a range of conflicting priorities.
- Ability to provide excellent customer service to all conference visitors and delegates.
- Ability to work in a fast-paced environment and to competing deadlines.
- Ability to work in an environment which involves the use and/or dissemination of confidential information.
- Ability to work effectively both independently and as part of a team.
- Ability to work proactively with a range of stakeholders.
- The ability to work accurately with excellent attention to detail.