

## **Team and Events Assistant**

Reporting into the Operations Executive, the Team and Events Assistant is the first point of contact for the BakerStreetQ office, providing general support for the team as well as providing administration for the marketing and events team. Equivalent to three days per week, hours and working pattern flexible, with occasional evening work required.

### **Team Support**

- Assistance for the Communications Manager including research of retailer information and local businesses.
- Administrative support for Baker Street Regulars programme.
- Assistance with collating KPI data related to programmes for quarterly reporting.
- Responsible for oversight and administration of charity and Smarter Giving Drives as well as coordinating charity donations.
- Update rotas and call sheets, keeping the team calendar up to date.
- Update and send weekly update on Street Works to members.
- General administrative support for all team members.
- Update the office and marketing databases and mailing lists.
- Manage stock and distribution of marketing and promotions collateral.
- Research and collate BID area information including crime statistics, planned street works, planning and other where appropriate.
- Support with the collation of performance data for quarterly, annual and ad hoc reports.
- Act as an ambassador for BakerStreetQ.
- Maintaining good communication with team and providing updates on workload.

### **Office management support**

- First point of contact for the office, providing general office administration.
- Manage enquiries and member support requests and coordinating responses from the entire team, including relevant email accounts in a timely fashion
- Office management support including areas of insurance, IT/comms and equipment.
- Provide office and phone cover.
- Organise and service the team meetings including meeting bookings, agenda collation, action points and post meeting distribution
- Act as Office Fire Marshall and First Aider, full training supplied.
- Ensure all administration and office duties commensurate with the smooth running of the office are completed, undertaking such other duties commensurate with your position, and / or hours of work, as may reasonably be required.

### **Events Support**

- On-site event assistance at the BakerStreetQ public and member events and activities where assigned including outdoor spaces and markets, pop-ups, Summer in the Square, networking events, virtual activities and other.
- Event administrative support for the BakerStreetQ member and public events and activities.
- Support the Events Producer with the evaluation and reporting of the BakerStreetQ member and public events and activities.
- Administrative lead for the training and social programme including booking core courses, managing bookings, participation liaison and general duties.
- Support with the research and review of events and activities for the annual programme.
- Assistance with the input, updates, regulations and post evaluation on all ticketed activities.
- Ad-hoc administrative, organisational and on-site assistant duties.
- Effective liaison with clients, members, suppliers and other.

- Occasional evening work will be required.

#### **Required skills**

- Excellent customer care and communication skills (both written and verbal)
- Excellent personal and independent planning, organisational and administrative skills
- Good attention to detail
- Strong planning and time management/multi-tasking skills, with the ability to take the initiative and work independently with little supervision
- Ability to compile and accurately record information
- Intermediate skills in Word, Excel and PowerPoint and experience of using contact databases (in particular input, retrieval of data and the ability to use database)
- Ability to work to tight deadlines whilst ensuring a high standard of work
- Ability to work effectively in a team environment with a “can-do”, willing approach towards colleagues to facilitate effective performance from a small and dedicated team.
- Flexibility to adapt to change
- Ability to liaise via telephone, in person and in written correspondence with senior business representatives and a variety of professionals and voluntary groups
- Interest in the urban environment an advantage
- Minimum 2-years previous experience of working in an administrative role.

#### **Academic qualifications**

- A minimum of 4 GCSE's, or equivalent, at Grade A\* to C (or 9 to 5) including English, Maths and a science related subject.
- A minimum of 2 “A” levels, or equivalent.