

### **Job Description**

**Job Title:** Event and Digital Support Assistant

**Department:** St Paul's Cathedral Institute

Salary: £32,000

**Line Manager:** Programme and Digital Manager

*The job description is an operational document that does not form part of the contract of employment.*

*It may be that from time to time an individual is expected to perform tasks that may not be expressly in the job description but are nonetheless necessary in the day to day performance of their duties.*

*St Paul's Cathedral reserves the right to amend the job description as may from time to time be necessary to meet the changing needs of the organisation.*

### **Purpose of the Job**

The St Paul's Cathedral Institute offers a wide range of events, which seek to explore the big questions of life. Its work focusses on three key areas: faith and spirituality, art and history, and contemporary issues and ideas which are explored in a variety of different ways through talks, seminars, short articles, online conversations and podcasts as well as opportunities for quiet reflection.

Its events vary in size from lectures that attract audiences of over a thousand to smaller, quieter occasions with just a handful of people. Many of the events are filmed for viewing later or by people unable to travel to the Cathedral. In the last 12 months, approx. 7,000 people attended events online and in-person; the films of free events have been watched approx. 550,000 times.

The Learning department, also part of the directorate, consists of a Head of Schools and Family Learning, a Learning and Engagement Operations Manager and three Learning and Engagement Officers, and works to deliver high quality learning opportunities for children and young people. The St Paul's Cathedral Institute works alongside the Learning Department to deliver high quality learning opportunities for adults.

Reporting into the Programme and Digital Manager, the Event and Digital Support Assistant acts to support the work of the whole department ensuring that events are well organized and delivered.

## **Main Duties**

### **I. Event Support**

- Liaising with the Programme & Digital Manager to create pre-event plans for each event and produce a worksheet alongside the Deputy Events Manager to capture the detail
- Attending Institute events, most of which take place in the evening or at the weekend, to ensure events run smoothly
- Representing the Cathedral sensitively, professionally and appropriately with event attendees.

### **2. Departmental Administration**

- Administration of events including liaison with internal departments regarding logistics such as book sales, furniture set up and IT requirements, booking and liaising with external sound engineers and videographers, liaising with caterers and organising catering where necessary, and preparation of event materials
- Maintaining and updating the Institute's postal database and arranging mailouts of event posters
- Managing ticketing and be the first point of contact for event queries by email and by phone
- Creating Eventbrite pages
- Attending weekly diary meeting to represent the department
- Monitoring the Institute's mail inbox and actioning where appropriate

### **3. Digital Support**

- Captioning of Institute event films using AI and correcting mistakes
- Under the guidance of the Programme and Digital Manager producing and editing digital material for the Learning Directorate and, as required, for the Marketing and Communications team

#### **Person Specification**

The Event and Digital Support Assistant will have a range of skills in administration, event support and digital media.

#### **Essential experience, knowledge and skills:**

- Experience of working in event and audience management.
- Excellent administration skills.
- Proven organisation, prioritisation and time management skills.
- Ability to handle a wide variety of events attending meticulously both to detail and the wider programme.
- Experience in a busy office with a high throughput, strict deadlines and high standards for output.
- Confident, clear and effective communication skills both written and verbal to explain information / provide advice to a variety of audiences.
- Able to work sensitively and collaboratively with internal and external stakeholders.
- Flexible and adaptable, willing to work pre-planned outside of usual working hours, including some evenings and weekends.

#### **Desirable experience, knowledge and skills:**

- Filming and audio recording skills including experience of DaVinci Resolve and/or Audacity.
- Experience using Canva to design visually engaging materials.
- Expertise in a wide range of IT and digital programmes including editing, subtitling, communications, web-editing.

The individual will be in sympathy with, and in their work support, the Christian aims and mission of St Paul's Cathedral.