



JOB DESCRIPTION

University Events Manager (Administrator I) Communications and Marketing Department Fixed Term contract up to 3 years

Dublin City University

Dublin City University (www.DCU.ie) is a young, ambitious and vibrant University, with a mission 'to transform lives and societies through education, research, innovation and engagement'. Known as Ireland's 'University of Enterprise and Transformation', it is committed to the development of talent, and the discovery and translation of knowledge that advances society and the economy. DCU is the Sunday Times Irish University of the Year 2021.

The University is based on three academic campuses in the Glasnevin-Drumcondra region of north Dublin. It currently has more than 18,000 students enrolled across five faculties – Science and Health, DCU Business School, Computing and Engineering, Humanities and Social Sciences and DCU Institute of Education. DCU is committed to excellence across all its activities. This is demonstrated by its world-class research initiatives, its cutting-edge approach to teaching and learning, its focus on creating a transformative student experience, and its positive social and economic impact. This exceptional commitment on the part of its staff and students has led to DCU's ranking among the top 2% of universities globally. It also consistently features in the world's Top 100 Young Universities (currently in QS Top 70 Under 50, Times Higher Top 150 Under 100).

DCU is placed 84th in the world, in the Times Higher Education University Impact Rankings – measuring higher education institutions' contributions towards the UN Sustainable Development Goals. Over the past decade, DCU has also been the leading Irish university in the area of technology transfer, as reflected by licensing of intellectual property.

Overview of the department

The University's Communications and Marketing Department manages all aspects of the DCU brand and its positioning, all of its central advertising and marketing campaigns, web content, graphic design, videography/photography, and supports individual faculties and units in delivering effective marketing and advertising promotional campaigns and materials.

The Department manages the reputation of DCU, at a corporate level and through its support of faculties, schools and individual academics. It is also responsible for DCU's digital communications, media relations, public relations, external and internal communications, media training, event management and crisis & risk management for the University.

Overview of the events team

DCU is establishing a central University events team within the Communications and Marketing Department. The University events team will deliver a broad range of University events working in partnership with both internal and external stakeholders.

The team will be responsible for the planning, delivery and support of a wide range of high quality, professional in person and online events. It will also advise members of the DCU academic and professional community on how to successfully organise and run their university events via a suite of web-based resources, including an events planning toolkit and it is expected to play a significant role in hosting a range of external stakeholders, both virtually and on campus. The team will deliver a professional, strategic service advancing the mission of the University through wide ranging collaboration, managing resources, promoting the University and delivering excellence and impact.

Role Profile

Reporting to the Director of Communications & Marketing, the post holder will oversee the organisation and management of all aspects of strategic university events. They will lead, motivate and develop the university events team to ensure all DCU events are of a high quality and professional standard showcasing the university at its best. The Events manager will oversee that correct protocols and processes are in place for the successful execution of a range of events hosted by the University including showcase events, award ceremonies, visiting dignitaries, public lectures, networking functions and marquee events such as graduation ceremonies.

Duties and Responsibilities

The duties and responsibilities of the position include, but are not restricted to, the following:

- Lead, motivate and develop the university events team for high performance and a high quality customer focused service
- Project manage all aspects of strategic university events, liaise with university colleagues to ascertain exact event requirements and level of support required
- Align the events strategy with DCU's strategic plan
- Liaise with the President's Office in relation to all events involving international diplomatic or government protocol
- Produce detailed proposals for events (including timelines, venues, suppliers, legal obligations, staffing and budgets)
- Leading your team, manage and coordinate suppliers and all event logistics (for example, venue, catering, travel), manage all pre-event planning and where applicable organising guest speakers, delegate packs, and checklists
- Coordinate suppliers, handle queries and troubleshoot on the day of the event being present on site throughout to manage timings, schedules and ultimately ensure the event runs smoothly and is within budget
- Make sure that all insurance, legal, health and safety obligations are followed in conjunction with relevant DCU departments and units
- Organise event infrastructure and facilities
- Oversee the dismantling and removal of the event and clear the venue efficiently
- Produce post-event evaluation reports to inform future events
- Research opportunities for new events, guest speakers and event formats and technologies
- Research venues for off campus events, suppliers and contractors, then negotiate prices and hire
- Liaise with communications and marketing teams to publicise and promote the event
- Plan and manage virtual events including reporting, technical briefs, rehearsal, and production schedules

Qualifications and Experience

Essential Criteria:

Candidates must have a Primary Degree or equivalent (NFQ Level 7) ideally in events management plus 5+ years previous experience in events management with proven project management experience and contingency planning.

Desired Criteria:

- A proven ability to deliver complex events, including virtual and hybrid events, at a senior level
- A demonstrable ability to work well under pressure, responding effectively to changing priorities
- Be a self-starter with a proven ability to exercise initiative and good judgement
- Have budgetary control experience - monitoring expenditure and preparing post-event expenditure reports
- Excel at cultivating and maintaining good working relationships with all stakeholders
- Possess excellent oral and written communication skills
- Possess outstanding organisational, IT and time management skills
- Have well-developed operational management expertise, capable of delivering multiple projects simultaneously and working effectively under pressure and time constraints
- Possess strong attention to detail and high accuracy
- The ability to remain calm under pressure and adapt to the needs of a busy and changing environment
- Exceptional organisational, planning and problem solving skills
- The ability to adapt and influence change while continuing to motivate teams
- Keen attention to detail with the ability to work on one's own initiative, under pressure and meet tight deadlines
- Good knowledge of database design, maintenance and management
- Previous experience of working in higher education would be a distinct advantage

Essential Training

The post holder will be required to undertake the following essential compliance training: Orientation, Health and Safety, Research Integrity, Intellectual Property and Data Protection training. Other training may need to be undertaken when required.