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| <b>Job title</b>       | Network and Events Officer (England and Devolved Nations, and International) |
| <b>Band</b>            | 4  |
| <b>Team</b>            | Digital Marketing and Communications   |
| <b>Responsible to</b>  | Sector Engagement Manager  |
| <b>Responsible for</b> | N/A  |

## About us

QAA is the UK's independent quality body for tertiary education, and our purpose is to ensure that students and learners experience the highest possible quality of education.

We have changed to meet the evolving needs of a sector that has undergone reform across all nations of the UK. We are the UK's authority on quality and standards, acting as custodian on behalf of the sector of reference points including the UK Quality Code for Higher Education, Subject Benchmark Statements, and the Frameworks for Higher Education Qualifications. Throughout the UK we are the trusted partner of governments and funding bodies. In Scotland, Wales, and Northern Ireland, we work in collaboration with the sector to meet the needs of each nation. In England, our highly successful membership programme provides a rich source of resources to strategic leads, quality specialists and students and learners alike. Globally we are recognised as one of the world's leading quality bodies and support the UK sector as it welcomes international students and extends its reach through transnational education.

We are a remote first organisation and encourage day-to-day flexibility. It's important to us that our working environment enables us to deliver our services in a way and location that provides the best outcomes for our stakeholders and customers and meets their expectations. Alongside this we want individuals and teams to feel empowered to work where, when, and how they want, providing that business needs are met.

The Network and Events Officer (England and Devolved Nations, and International) role within our Digital Marketing and Communications team contributes directly to the delivery of the Agency's purpose.

## The role

The Network and Events Officer (England and Devolved Nations, and International) brings together QAA's audiences in a range of events, networking and collaboration activities to drive customer engagement and strengthen the sector. The aim of these engagement activities is to deliver value for our audiences by providing a platform that enables stakeholders to keep up to date with key higher education policy developments, discuss

quality-related issues, share practice, network with peers and potential partners and obtain information about our value proposition.

The Network and Events Officer will coordinate the planning and execution of a wide array of events, both in-person and virtual. From forums, conferences and workshops to discussions and webinars, the Network and Events Officer will curate experiences that foster knowledge exchange and networking opportunities within the sector.

The Network and Events Officer will support our engagement with the higher education sector, cultivating engagement activities to deliver valuable benefits to our membership. Through thoughtful collaboration, delivering opportunities for mutual growth and innovation within the sector.

## Key responsibilities

- In support of our member engagement and retention initiatives, ensure the events programme overall, and at an individual event level, is planned and delivered in an effective and cost-efficient manner, ensuring that members are engaged with us, understand and value their membership and that events provide a strong annual financial contribution to the membership, delivering year-on-year growth in events income.
- Maintain up-to-date records of members, capturing essential data from events, ensuring the accuracy and integrity of our CRM.
- Project management for large scale events including programme development, managing content design / delivery (all mediums), event sponsorship, marketing messages, event delivery and post event evaluation.
- Manage event logistics including audio visual, catering, packing and courier bookings. Utilise digital platforms to manage events and engage with our members.
- Deliver excellent customer service to our members, ensuring their needs are met and their experiences are positive. Handling queries and registrations from delegates and sharing key details with the team.
- Survey members on their engagement activities to gather their views and expectations to enhance the membership offer.
- Identifying opportunities for strengthening member engagement in networks through effective communication, promotion and evidence of value for participants.
- Manage events within the agreed budget allocations and reflect on how to improve events to support in the development of income generation.
- Work with the Communications and Marketing team to create and develop engaging membership communications.
- Maintain and update content on the membership portal to keep our members informed and engaged with events, networks, projects etc.
- Provide administrative support and coordinating activities for various Networks with our target audiences, including supporting the Chairs, organising meetings, facilitating communication between members, and ensuring the smooth operation of the Networks to enhance member engagement and satisfaction.
- Assist in the development and delivery of training sessions, resources, and toolkits to enhance the skills and capabilities of Network members.

- Maintain and update key contact information for all member organisations to ensure contacts are recorded and monitored effectively in line with GDPR and our Privacy Notice.
- Foster and maintain productive working relationships with colleagues both within own team and across QAA, emphasising collaboration and the sharing of knowledge. Actively share information and ideas to enhance practice and ensure others are kept informed of progress and developments.

## Key contacts

- Other colleagues in the Digital, Marketing and Communications Team
- Members, HE providers and stakeholders, international partners
- Third party suppliers

Our job descriptions provide information about roles and their responsibilities at the date when they were created. They are intended to provide a general overview, and it is important to note that responsibilities and tasks may vary from time to time without changing the general character of the role or the level of responsibility entailed. Such variations are a common occurrence.

## Person specification

| Attributes                              | Criteria   | * How measured   |
|---|--|--|
| <b>Experience</b>                       | <ul style="list-style-type: none"> <li>In- person and online conference / event organisation and planning.</li> <li>Event promotion.</li> <li>Post event evaluation.</li> <li>Communication and engagement with members.</li> <li>Knowledge and understanding of the higher education sector.</li> <li>Understanding of GDPR compliance and relevant legal and statutory requirements.</li> <li>Understanding and experience of working in a membership organisation.</li> <li>Experience of diary management.</li> <li>Experience of utilising and implementing event management and project management applications.</li> </ul>  | <p>A, I<br/>A, I<br/>A, I<br/>A, I</p> <p>A, I<br/>A, I</p> <p>A, I<br/>A, I</p>   |
| <b>Qualifications and training</b>      | <ul style="list-style-type: none"> <li>Relevant qualification or equivalent experience</li> </ul>  | A  |
| <b>Knowledge, skills, and abilities</b> | <ul style="list-style-type: none"> <li>Sensitivity and understanding of working in a customer and service-focused environment.</li> <li>Ability to work effectively, as part of a diverse and dispersed team.</li> <li>Ability to manage own work in a structured and well-planned way.</li> <li>Good understanding of a membership-focused organisation.</li> <li>Online and offline events management experience in a professional setting.</li> <li>Effective and confident communicator who demonstrates excellent time-management and problem-solving skills.</li> <li>Skilled in collaborative working and is thoughtful, accountable and decisive.</li> <li>Excellent oral and written communication skills</li> <li>A real passion for events organising and providing excellent support to members.</li> <li>A willingness to take on a variety of tasks.</li> <li>The ability and professionalism to represent the Agency at a range of events.</li> <li>Fully computer literate, comfortable with and experienced in using word processing, spreadsheets, CRM, internet, and email applications.</li> <li>Interest in and commitment to the sector.</li> <li>A thorough understanding of data protection and best practice.</li> <li>Ability to confidently communicate with a wide range of people including senior stakeholders in institutions.</li> <li>Great organisational skills and attention to detail.</li> <li>Good understanding of how digital technology can be used to drive and deliver organisational objectives.</li> </ul> | <p>I</p> <p>A, I<br/>A, I</p> <p>I</p> <p>A, I</p> <p>I</p> <p>I<br/>A, T<br/>I</p> <p>I</p> <p>I</p> <p>A, I, T</p> <p>I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>I</p> |

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|                   | <ul style="list-style-type: none"> <li>• Ability to manage all elements of event planning for formal events, including logistics and collaborating with staff and host institutions.</li> </ul>   | I |
| <b>Behaviours</b> | <ul style="list-style-type: none"> <li>• A willingness to work flexibly with a 'can-do' approach.</li> <li>• Contribute to a positive and inclusive remote work culture.</li> <li>• Open minded and adaptable to new ways of working.</li> <li>• Show initiative to meet the needs of QAA.</li> <li>• Demonstrate the highest standards of workplace ethics, honesty and integrity that inspires trust and confidence.</li> <li>• Ensure the image of QAA is represented in a positive, supportive, and professional manner.</li> <li>• Highly motivated and able to work in an agile environment.</li> <li>• Proactive and self-motivated.</li> <li>• Interested in professional development and continuous improvement.</li> <li>• Ability to demonstrate, understand and apply our ways of working.</li> </ul> |   |
| <b>Location</b>   | Flexible (providing it is within the UK) with some travel within the UK and, potentially, international travel.   |   |

\*A: Application; I: Interview; T: Interview Task

Date: June 2025