

JOB DESCRIPTION

Job Title: Events and Protocol Assistant

Division: Corporate Services

Grade: M

Reports To: Head of Events and Protocol

General information

The Events and Protocol section provides comprehensive coordination for all aspects of pan-Commonwealth Ministerial Meetings, Commonwealth Heads of Government Meetings, and Royal Household engagements in London, across the Commonwealth and in other capitals. The Section is responsible for the planning, coordination, and delivery of all virtual and in-person aspects of these meetings convened by the Commonwealth Secretariat.

The team works closely with Secretariat divisions and collaborates closely with member governments on all operational, protocol and logistical matters for Commonwealth meetings. A particularly high-profile activity is the organisation of the biennial Commonwealth Heads of Government Meeting (CHOGM).

Job Summary

The Events and Protocol Assistant will support the Head of Events and Protocol as well as the Events and Protocol Managers in managing all aspects of operational and protocol arrangements for Commonwealth Ministerial Meetings and CHOGM as well as other high-level events.

The Events and Protocol Assistant will provide support in project management and delivery, and, where appropriate, take on stand-alone projects. The individual will also take responsibility for coordinating events at Marlborough House. The role involves extensive travel across the Commonwealth, sometimes on short notice and for many weeks at a time, as well as a requirement to work from the office at Marlborough House, and across varying time zones.

An understanding of multilateral affairs and/or experience working in an international conference environment is essential.

Task description

The post holder:

- Assists with all logistical, operational, planning and protocol arrangements for all Ministerial Meetings, high-level events and CHOGM both virtual and in-person.

- Where appropriate, will be given projects to lead on behalf of the Events and Protocol Section.
- Will be required to travel overseas to support the Head of Events and Protocol for Ministerial Meetings and CHOGM. Travel may be required on short notice, and for weeks at a time.

Event and Meeting Co-ordination:

- Support the Events and Protocol Managers in the delivery of specific Ministerial Meetings both in-person and virtually.
- Arrange and coordinate virtual meetings on various event platforms such as BlueJeans, GoTo Webinar and Zoom. Previous virtual event experience is essential.
- Manage the appropriate protocols for Heads of Government and Ministerial Meetings.
- Work with the Events and Protocol Manager to manage registration of delegations for Ministerial Meetings and prepare delegate lists.
- Arrange and co-ordinate travel for staff teams for in-person meetings.
- Assist with internal briefings on all logistical and operational aspects of a given meeting.
- Negotiate and liaise with external travel agents and suppliers.
- Liaise as necessary with staff and colleagues in Finance.
- Arrange payment of Daily Subsistence Allowance (DSA) payments.
- Arrange accommodation which may include booking through external websites and negotiating and booking with hotels.
- Manage group registration and access for Secretariat staff teams and Commonwealth delegates to meetings.
- Arrange all conference shipments, including liaising with external divisions/sections on shipment items and deadlines.

In-House Event and Meeting Co-ordination:

- Liaise with external clients to ensure Marlborough House events run smoothly and to a high standard.
- Liaise with all internal sections to facilitate meetings, including preparation of weekly report of forthcoming meetings and events.
- Co-ordinate the booking of meeting rooms across the Secretariat, including internal and external meeting room bookings.
- Liaise with external suppliers to provide consistent and client orientated services are provided for all meetings.
- Co-ordinate group tours of Marlborough House.

Administrative and Finance support

- Assist with preparation of event documents and related correspondence.
- Manage CODA financial software for accommodation, travel, and other payments for all meetings.
- Prepare financial acquittals for payments.
- Assist the Events and Protocol Managers in the preparation, updating and monitoring of event budgets.

Other Tasks and Responsibilities:

- Adheres to the Gender Equality values of the Commonwealth as enshrined in the Charter and Secretariat's Gender Equality Policy.
- Ensure proper maintenance and organisation of Commonwealth flags, nameplates, and table-flags.
- General administration to ensure the effective operation of the Events and Protocol Section.

Person Specification

Essential:

- An undergraduate degree in International Relations, Development Studies, or relevant Events Management Degree with experience working internationally and/or interest in international development
- At least three years of experience working in events in an international environment.
- Experience of working on large-scale events, both live and virtual, in an international conference environment.
- Proven ability to work cohesively as part of an events team.
- Ability to work on own initiative and make decisions in challenging circumstances.
- Strong communication and relationship management skills.
- Ability to follow policies and procedures, and review periodically
- Attention to detail and ability to work and adapt under pressure.
- Experience of using administrative and budget tools, and excellent proficiency with Microsoft office applications in particular Teams, Word, Excel, Outlook, and PowerPoint.
- Experience of using virtual events platforms such as BlueJeans, Goto Webinar and Cisco Webex amongst others.

Desirable:

- Experience of working within an inter-governmental organisation or diplomatic service.
- Experience of working internationally, specifically within Commonwealth member countries.
- Experience working with records management systems, filing structures, and electronic records and information management.

Competencies:

Respect for Diversity
<p>Works effectively with people from all backgrounds.</p> <p>Treats all people with dignity and respect.</p> <p>Treats men and women equally. Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and decision making.</p> <p>Examine own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group.</p>
Working with Others
<p>Maintains an open, respectful, and professional approach to others</p> <p>Works as a team to achieve shared objectives</p> <p>Uses empathy and cultural awareness to facilitate working relationships</p> <p>Builds rapport with colleagues</p> <p>Identifies individuals internally within Commonwealth Secretariat and externally to help achieve own objectives</p>
Developing & Applying Expertise
<p>Makes attempt to improve knowledge skills and attributes through continued personal development</p>
Adapting & Innovating
<p>Adapts to changing circumstances and work demands</p> <p>Shows a willingness to proactively take on new challenges and responsibilities</p> <p>Considers ways of doing own job better</p>
Accountability
<p>Takes ownership of assigned tasks, honours deadlines</p> <p>Ensures timely delivery of outputs</p>