# JOB AND TASK DESCRIPTION

<table>
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<tr>
<th>Job Title:</th>
<th>Events and Protocol Assistant</th>
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<tr>
<td>Division:</td>
<td>Chief Operating Officer's Office</td>
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<tr>
<td>Grade:</td>
<td>N</td>
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<tr>
<td>Reports To:</td>
<td>Head of Events and Protocol</td>
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## General information

The Events and Protocol Team provides comprehensive coordination for all aspects of any events or meetings held by the Secretariat including planning, coordination and delivery of events services for the Commonwealth Heads of Government, Ministerial and other pan-Commonwealth meetings in London, Commonwealth member countries or other capitals. The team works closely with Secretariat divisions and collaborates closely with member governments on all administrative and logistical matters for Commonwealth meetings. A particularly high-profile activity is the organisation of the biennial Commonwealth Heads of Government Meetings (CHOGM).

## Job Summary

The Events and Protocol Assistant will support the Head and Events and Protocol Managers in managing all aspects of arrangements for Ministerial Meetings and CHOGM.

The Events and Protocol Assistant will provide support in project administration and management and where appropriate take on stand-alone projects. The individual will also take responsibility for co-ordinating events at Marlborough House and has a lead role in organising public access to the building through open days and guided tours. In addition, the post holder will carry out other Events and Protocol administrative tasks as required.

## Task description

The post holder:
- Assists with all logistical and administrative arrangements for all ministerial meetings and CHOGM;
- Where appropriate will be given projects to fulfil on behalf of the Events and Protocol Section;
- May also be required to travel overseas to support the Head of Events and Protocol for Ministerial Meetings and CHOGM from time to time.

### Conference and Meeting Co-ordination:
- Arrange and co-ordinate travel for staff teams and resource persons;
- Negotiating and liaising with external travel agents and suppliers;
• Liaise as necessary with staff and colleagues in Finance; Arranging Payment of Daily Subsistence Allowance (DSA) payments.
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• Arranging accommodation which may include booking through external websites and negotiating and booking with hotels;
• Responsibility for updating travel calendar on intranet;
• Manage group registration and access for Secretariat staff teams to meetings;
• Arrange all conference shipments, including liaising with external divisions/sections on shipment items and deadlines;
• Work with Head of Events and Protocol and Secretary General’s Office (SGO) and other colleagues to arrange gifts for CHOGM and Ministerial Meetings;
• Order badge and stationery printing;

In-House event and Meeting Co-ordination:
• Liaise with external clients to ensure Marlborough House events run smoothly.
• Liaise with all internal sections to facilitate meetings, including preparation of weekly report of forthcoming meetings and events
• Co-ordinates 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-ordinates group tours of Marlborough House

Administrative and Finance support
• Assist with preparation of conference documents and related correspondence
• Manage CODA financial software for accommodation, travel and other payments for all meetings;
• Prepare financial acquittals for payments;
• Assist the Conference Managers in the preparation, updating and monitoring of conference budgets;

Other tasks and responsibilities:
• Liaise with the Communications Division and other Divisions/Directorates as necessary in dealing with enquiries from the public;
• Ensure proper electronic filing of all related documents, and hard copy filing where required;
• Assist with report writing at internal meetings;
• Adheres to the Gender Equality values of the Commonwealth as enshrined in the Charter and Secretariat’s Gender Equality Policy.
• Performs any other duties as may be required from time to time.
Person Specification

Essential:

- Experience of working on large-scale events and 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
- Qualification to degree level or degree-equivalent
- At least two year’s office experience
- Ability to follow policies and procedures
- 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 Word, Excel, Outlook and Powerpoint

Desirable:

- Experience in working within an international organisation in a multicultural context;
- Experience working with records management systems, filing structures, and electronic records and information management.
## Competencies:

### Respect for Diversity
- Works effectively with people from all backgrounds.
- Treats all people with dignity and respect.
- Treats men and women equally. Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and decision making.
- Examines own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group.

### Working with Others
- Maintains an open, respectful, and professional approach to others
- Works as a team to achieve shared objectives
- Uses empathy and cultural awareness to facilitate working relationships
- Builds rapport with colleagues
- Identifies individuals internally within Commonwealth Secretariat and externally to help achieve own objectives

### Developing & Applying Expertise
- Makes attempt to improve knowledge skills and attributes through continued personal development

### Adapting & Innovating
- Adapts to changing circumstances and work demands
- Shows a willingness to proactively take on new challenges and responsibilities
- Considers ways of doing own job better

### Accountability
- Takes ownership of assigned tasks, honours deadlines
- Ensures timely delivery of outputs