

**JOB AND TASK DESCRIPTION**

**Job Title:** Events and Protocol Manager  
**Division:** Office of the Deputy Secretary-General  
**Grade:** H  
**Reports To:** Head, Events and Protocol

**General information**

The Events and Protocol Section forms part of the Corporate Services Division. It is the primary focal point for all matters involving planning, coordination and delivery of Events and Protocol services for Ministerial and other pan-Commonwealth meetings, hosted overseas by member countries, convened at the Secretariat headquarters in London or at other external venues. It is the central point of contact for Secretariat Divisions and host governments on all operational and logistical matters relating to Events and Protocol services for Commonwealth meetings. A particularly high-profile activity is the organisation of the biennial Commonwealth Heads of Government Meeting (CHOGM).

The Events and Protocol Section consists of the Head, Events and Protocol, two Events and Protocol Managers and two Events and Protocol Assistants. This team works closely with senior government officials and Secretariat staff. It also coordinates events at Marlborough House and has a role in organising public access to the building through open days and guided tours.

**Job summary**

The Events and Protocol Manager assists the Head, Events and Protocol in planning and implementing all aspects of ministerial meetings and other events organised by the Secretariat, and helps to ensure that the Section operates efficiently. The post holder has lead responsibility for the organisation of some events.

**Task description**

The post holder:

- Assists the Head, Events and Protocol in the effective operation of the Section and deputises as required.
- Assists the Head, Events and Protocol in creating a service orientated and client-focused environment in which all Secretariat events and meetings are planned and delivered.
- Assists the Head, Events and Protocol to develop policies, strategies, guidelines and procedures relating to event management.
Event Delivery

- Plans, manages and delivers Ministerial and other high-level meetings, assuming the role of Conference Officer for some meetings.
- Prepares, manages and accounts for event budgets, ensuring compliance with the Secretariat’s financial rules and regulations.
- Undertakes event planning missions overseas individually or as part of team and prepares a written assessment of the host country’s conference preparations.
- Within agreed guidelines, and in consultation with the Head of Section as appropriate, provides advice regarding management of Secretariat conferences and related issues both internally to Directors and colleagues and externally to appropriate national authorities.
- Prepares event and other meeting reports.
- Advises on the design and content of conference websites and logos.

Event Practices and Procedures

- Develops and implements programmes to promote greater awareness within the Secretariat of event practices and procedures.
- Reviews procedures and processes and proposes ways to improve and modernise them in line with best international practice.
- Using Microsoft suite of programmes, develops, maintains and provides advice on the design of the Section’s electronic tools, conference matrices and spreadsheets, ensuring accuracy and accessibility.

In-House events and meetings

- Oversees the in-house events programme and establishes where necessary new procedures and policies in relation to Marlborough House as a venue, enabling an improved service to internal and external clients.
- Helps to organise annual Commonwealth Day activities and special events at Marlborough House.
- Attends and supervises functions held at Marlborough House to ensure adherence to protocol and efficient use of rooms.
- Oversees the scheduling, prioritising and management of the booking and allocation of meeting rooms and advising on best use of the rooms.

Other tasks and responsibilities

- Actively develops and maintains a network of relationships with relevant national authorities, Civil Society and international organisations and with Secretariat partner Divisions.
- Works closely with the travel team, hotels and other service providers to negotiate the most attractive and cost-effective terms for the Secretariat within approved guidelines and policies.
- Prepares and edits guidance notes on organisation of events and general correspondence.
- The post holder has a responsibility to help ensure the preservation of the Secretariat’s property and resources.
- Carries out any other duties that may be entrusted to him/her by the Line Manager or Senior Management.
- 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

Education

Essential:

A university degree or relevant professional qualification. Candidates without these qualifications may be considered provided they have significant experience in increasingly responsible positions in conference management or related activity.

Experience:

Essential:

- At least five years’ experience in event management with at least two years’ sole or overall responsibility in large-scale conference management and planning ideally in international events
- Good understanding of global political matters
- Ability to act at all times with diplomacy and tact
- Knowledge of current event management practise and tools
- Ability to work on own initiative and make decisions in challenging circumstances and under pressure
- Proven ability to work cohesively as part of an events team
- Extensive budget management skills
- Ability to travel extensively often at short notice
- Excellent relationship management skills
- Strong written and oral communication skills
- Experience of using administrative and budget tools, and excellent proficiency with Microsoft office applications in particular Word, Excel, Outlook and PowerPoint

Desirable:

- Recent experience of working in a protocol conscious environment, preferably in an international or government context.
### 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.
- Examine own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group.
- Identifies biases in systems & processes

#### Working with Others

- Regularly shares information of value with colleagues
- Shows commitment to delivering on key agreements made to colleagues
- Makes an effort to view a situation from the other party’s perspective as well
- Demonstrates awareness and sensitivity to colleagues’ pressures
- Utilises networks to ensure similar goals are achieved collaboratively
- Develops long term relationships across cultures and/or geographical boundaries
- Uses relationships to identify the best people to help in the completion of tasks
- Tactfully deals with difficult people to gain buy-in and manage their expectations

#### Developing & Applying Expertise

- Takes advantage of opportunities to develop an area of expertise
- Takes learning from previous experience and applies them appropriately
- Demonstrates willingness to learn new skills and/or approaches

#### Adapting & Innovating

- Recognises opportunities for improvement and proposes change with impact and effect
- Helps others evaluate and strengthen ideas
- Quickly grasps new concepts and how to apply them
- Demonstrates flexibility e.g. by working beyond own remit in order to achieve an objective inter alia
- Will effectively reorganise activities when faced with changing contexts and demands
- Welcomes and adapts to new ideas and/or approaches
- Adapts personal style to meet the needs of others

#### Accountability

- Takes ownership of assigned tasks, honours deadlines.
- Ensures timely delivery of outputs within defined cost and quality standard parameters.
- Takes ownership of assigned tasks, honours deadlines (L1)
- Ensures timely delivery of outputs (L1)